



# Air Conditioning TODAY



OCTOBER 2020 Serving the HVACR and Plumbing Industries Established in 1986 Vol. 34, No 10

## TACCA Greater San Antonio Fishing Tournament



1st Place-Johnson Controls, TGSA Executive  
Director Dawn Thompson  
Pictures on page B6

## Coburn Cares and Hurricane Laura

As you know, a large portion of the Coburn's footprint was in the path of Hurricane Laura. The storm cut a path directly through the state of Louisiana, beginning in Lake Charles and going all the way north to Shreveport, as well as west to East Texas.

Many have asked how they could help. After the historic Baton Rouge flood of 2016, Coburn's started a 501 3(c) organization, Coburn Cares to help their employees in times of need. 100% of the proceeds collected by Coburn Cares goes to employees who apply for assistance.

If you would like to donate to Coburn Cares here are the most direct ways to do so:

1. Direct donations can be sent to: Coburn Cares, PO Box 2177, Beaumont, Texas 77704-2177 attn: Melisa Winn

2. Donate to our PayPal link: Coburn Cares PayPal Link

If you have any questions, or would like to discuss Coburn Cares further, you may contact Michael Maloney at [mmaloney@coburns.com](mailto:mmaloney@coburns.com).

## Grundfos Breaks Ground on Americas Regional Center



**Houston** — Grundfos, a global leader in water technology, is pleased to announce the groundbreaking of its Americas Regional Center, located in Brookshire, Texas.

The 45,000 square foot facility is expected to be completed during the Spring of 2021. Grundfos is currently seeking to achieve LEED Platinum certification. The new offices will house company sales, operations, engineering, HR, finance, and other support functions.

"To better serve the market, the new Americas Regional Center will strengthen our proximity

between important sales areas and production hubs in North and South America, while fostering creativity for innovative applications and solutions," said Eric Boutot, Grundfos Americas vice president of regional operations.

With its sustainable green building design by PGAL, and construction by Harvey Builders, the structure will be made of locally sourced building materials verified to have been sourced in a responsible manner. Solar photovoltaic panels mounted on the roof will offset 20 percent or more of the building's energy costs. A chilled water energy storage system will

reduce energy consumption. And a rainwater harvesting system will support chillers and gray water use.

Sustainability is a major priority for Grundfos. In addition to manufacturing energy- and water-efficient pumping solutions, the company tightly focuses on making a difference on the United Nations' Sustainable Development Goals, particularly SDG 6 (water) and 13 (climate change). This focus allows the company to help other companies be more sustainable and reach the goals together.

An official ribbon cutting

ceremony, with officials from the Houston area and executives from the company's Denmark-based headquarters, will take place during the grand opening.

"Houston has been the home of Grundfos colleagues for many years, including myself, having moved here in 2018," said Dieter Sauer, Grundfos Americas regional managing director. "The city is rapidly growing with a fast economy and large talent pool. With the new Americas Regional Center and our strong market position, we expect to attract the competencies that will keep us in front of the industry."

## Founder of ACES AC Supply, Bill Lee Davenport, passes



Billy Lee Davenport, age 81 of Alvin, Texas passed away Thursday, September 10, 2020 at his home in Alvin, Texas. Bill was born on December 11, 1938 in Palacios, Texas and was a resident of Alvin for over 20 years, formerly from Friendswood, Texas. Bill is preceded in death by his parents, Lee and Lena Davenport; brother,

Gerald Davenport.

Bill is survived by his loving wife of 58 years, Joyce Davenport; sons, Michael Davenport and wife Debra, Steven Davenport and wife LouAnn, Daniel Davenport and wife Michelle; brother, Paul Davenport and wife Susan; grandchildren, Johnathon, Jennifer, Jessica, Joanna, Blake, Matthew, Lindsey, Joshua; great grandchildren, Athan, Cadence, Caroline, Ryker, Jackson; and numerous other relatives and friends.

Bill was an active member of the Westside Church of Christ in Alvin, where he served as an elder for many years. He loved the Lord and

he loved people. He had a kind and generous spirit and looked for opportunities to help people and to serve the Lord.

He came from humble beginnings and worked his way through The University of Texas at Austin, earning an accounting degree. He founded ACES A/C SUPPLY,

INC. in 1983 with two of his friends and built it into a strong business that is still operated by his sons. He loved the challenges of operating a business and he surrounded himself with good people. He loved the employees of ACES and being able to provide jobs that supported many families.

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Product News

Johnson Controls Introduces York® Ultra-Low NOx Residential Package Equipment

**Milwaukee** – The YORK® brand of Johnson Controls, the global leader for smart and sustainable buildings, is launching an efficient, reliable and competitive package unit designed to lower smog-producing gases while delivering high performance and reliable comfort. The YORK Ultra-low NOx Residential Package Equipment offers a compact, robust, all-in-one HVAC system that provides reliability and quick installation for space-challenged homes.

“The YORK Ultra-low NOx Residential Package Equipment provides a unique combination of installation flexibility, simplified maintenance and reliable performance while reducing greenhouse gases,” said Regan Axtell, residential product manager, Johnson Controls. “This equipment provides contractors with a high performance, all-in-one solution for space-challenged applications where internal installation of conventional split systems is not an option or when homeowners want to minimize in-house servicing or construction.”

The heart of the ultra-low NOx technology is a proven burner system for reducing greenhouse and smog-producing gases by up to 65 percent versus standard low-NOx models. In addition, it is available with 81 percent AFUE, providing greater comfort for less money. The units are available in 14 SEER, single-stage heating and cooling, a variety of tonnages, and single and three-phase electrical configurations, providing the contractor with solutions to meet virtually every application, while the homeowner is provided with comfort tailored to their individual needs.

“High-performance Ultra-Low NOx Residential Package Equipment moves a lot of air, which provides good airflow to help rapidly cool or heat a home,” said Axtell. “This high-quality airflow performance is also what allows the system to overcome legacy ductwork layout challenges in older homes where some spaces don’t get enough air.”

Installation and maintenance time and costs are minimized due

to individual access panels for all major components, and easy power and control wiring connections. In addition, all units are completely wired, charged with R-410A refrigerant and tested prior to shipment. For homeowners, low-noise fans and vibration-reducing technology minimize noise to provide quiet comfort year-round. The upward airflow carries the normal operating noise up and away from the living area while the rigid top panel effectively isolates noise. The isolator-mounted compressor and rippled fins in the outdoor coil muffle the normal fan motor and compressor operating sounds. The uniquely formed base pan further aids in sound attenuation.

The durable YORK Ultra-low NOx Residential Package Units provide reliable performance following rigorous accelerated life testing at -20 to 125 degrees Fahrenheit. In addition, homeowners can enjoy greater peace of mind provided by class-leading warranties.

For more information on the YORK Ultra-low NOx Residential Package Equipment, visit [www.york.com/Residential-Equipment/Heating-and-Cooling/Residential-Packaged-Equipment](http://www.york.com/Residential-Equipment/Heating-and-Cooling/Residential-Packaged-Equipment).

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## American Standard Heating & Air Conditioning Celebrates 2020 Winners of the Building a Higher Standard Awards

*Company honors four independent dealers for their unwavering commitment to excellence*

American Standard Heating & Air Conditioning announced its third annual **Building a Higher Standard** award winners. These accolades recognize the brand's distinguished, independent dealers from across the country. The four 2020 Building a Higher Standard winners are being honored for exhibiting a high level of integrity, community stewardship, dedicated teamwork, and a focus on continuous improvement in the

pursuit of excellence.

The 2020 winners are:

- Anthony's Cooling Heating & Electrical – Palmetto, Florida
- Lee's Heating and Air Conditioning – Salt Lake City, Utah

• South Nashville Heating & Cooling – Nashville, Tennessee

• Tri-County A/C & Heating – Seguin, Texas

**Tri-County A/C & Heating** is owned by Bubba and Kay Martin, who have

operated this business for over 25 years and have been with American Standard since year one. When their area has been impacted by catastrophic floods, their community could count on this team to be ready to deliver recovery kits, provide

restoration resources, and help the people of their community bounce back stronger than ever.

"For over a century, we have held our brand to a higher standard to ensure our products and dealer network exude a level of trusted excellence that our customers can depend on from an industry-leader," said Kathryn Wildrick, brand manager for American Standard. "That is why we are so honored to recognize these four outstanding, independent dealers who truly exemplify our core values by delivering unparalleled experiences through quality services and community stewardship."

The 2020 Building a Higher Standard winners were selected through a blind panel. Those serving on the panel included American Standard leaders and the winners from the prior two award classes. Each of these four incredible partners was chosen for providing outstanding work and service, supporting their communities, and living the brand values:

The four winners of American Standard's 2020 Building a Higher Standard awards will be honored with custom trophies, challenge coins, and lapel pins; a year of Customer Care membership; and will have their names printed on the Hall of Fame Trophy – which is on display in the American Standard plant and offices in Tyler, Texas. They also will be the focus of a local media campaign with professional assets for their own use, receive earned and paid public relations in trade and regional media, and receive copies of print magazines with advertisements throughout 2021.

Furthermore, American Standard is also celebrating the two semi-finalists and four dealers rounding out the top ten with commemorative desk ornaments to highlight their commitment to excellence.



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# Using Artificial Intelligence (AI) I to Transform Casual Visitors into Customers

In recent months, consumers all over the country have participated in a crash course: How to do life without leaving the couch.

While telecommuting, online ordering, and 2-day-delivery have been the norm for some people, the coronavirus pandemic quickly pushed Americans of all ages to navigate a new online and virtual reality. That reality will stay with us long after COVID-19 subsides.

In today's world, the casual in-store visitor who responds, "I'm just looking" to a friendly salesperson's offer for help no longer exists. I'm not here to say that "just looking" doesn't happen. It does. Now, "just looking" happens at home where your customer has adapted to doing everything else - on the couch.

What does this mean for HVAC companies? There is a massive opportunity to win over casual visitors who are "just looking" by making it easier for them to connect with you through your online brand.

We've seen many of our clients in other home service industries optimizing their website to start

more sales conversations with casual visitors, and you can too!

To get started, make sure you are ready to welcome visitors to your website with a positive first impression. Remember, you don't have to reinvent the wheel. You already know how to provide excellent service. Now it is about finding a way to provide that same level of service in a more digitally interactive way.

Here are three places in your sales process where you can implement more interactive customer experiences online.

### The Welcome

When a customer is in need of service, they typically search online for businesses near them which provide that service. While searching, customers quickly click through websites, hoping back to Google as they evaluate who they'd like to contact.

What if there was a way to interrupt the quick search cycle and keep customers from leaving your site and choosing a competitor?

Online tools not only can

prompt the visitor to engage with your brand right away, they can help welcome visitors and provide a more personalized and interactive experience keeping the shoppers on your site for longer.

We've been experimenting with artificial intelligence tools which connect with visitors and answer basic questions and the results have been astounding.

We added a friendly pop-up on the site of a flooring contractor and in just the first month, we've seen time on site jump from around 1.5 minutes to 6.35 minutes. That is almost five minute more browsing time.

### Landing the first conversation

You likely already provide a contact form or phone number for customers to call in a HVAC emergency. What about everyone else? How are you helping customers who are just browsing?

With A.I. technology, you can turn casual site visitors into potential leads and revenue for your business. By offering additional

ways for your website visitors to get help, you'll generate more qualified conversations with customers and appointments for your team.

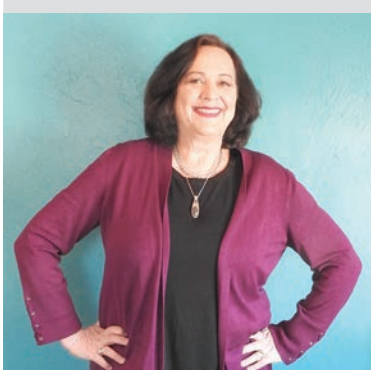
For that same flooring contractor we increased their schedule appointment requests by 40%.

### Follow-up:

After an initial conversation, it is important to send your customers some kind of follow-up. It can be a simple "thanks for looking into our services" or a personalized message with requested information.

A.I. technology makes it easier to send follow-ups with your site visitors. By offering more ways to engage on the website, your technology simultaneously collects data from visitors such as contact preferences, products or services of interest, and their buying time frame. This will make it easier for your team to strike up a conversation and work leads into sales.

The concept of A.I. technology is still new to the HVAC industry. The good news is A.I. doesn't have



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to change everything. If you don't offer e-commerce now, using A.I. doesn't mean you have to start. Adding A.I. technology to your website is simply an opportunity to get more visitors up off of their couch, connected to a member of your team and buying from you. Interested in learning more? Give me a call.



## 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!

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## LG Launches HVAC Pro Dealer Program

*Advanced Training Opportunities, Enhanced Sales and Marketing Resources, Greater Financial Incentives Bolster Partner Collaboration*

**Alpharetta, Ga** – LG Air Conditioning Technologies has launched the new LG Pro Dealer Program, providing residential and light commercial HVAC contractors with access to premier benefits, state-of-the-art training and comprehensive dealer support. Designed to assist dealers in selling, installing and servicing the company's award-winning product portfolio, the LG Pro Dealer Program will provide even greater resources and incentives to help drive growth for HVAC contractors.

The program enhances the LG Excellence Contractor program, which had experienced an average annual growth rate of 50 percent since 2016. The newly minted LG Pro Dealer Program offers contractors greater product and technology education, along with recognition and incentives for providing competitive differentiation in their respective market areas upon completion of the program. Program benefits include technical, business, sales, and marketing support, as well as financial and partnership incentives. All current LG Excellence Contractors will be automatically transferred into the new program.

The LG Pro Dealer program debuts with a new portal for one-stop access to all program tools and resources for seamless management, added consumer financing services and access to bolstered training programs focused on technical expertise and sales effectiveness. Under a new tiered achievement model, the LG Pro Dealer program offers increased loyalty and rewards points for certain tiers, as well as the opportunity for recognition at the LG Pro Dealer National Meeting.

"At LG, we understand that training and product expertise equate to contractor confidence, leading to overall growth and consumer trust," said Sean Boyer, Senior Director of Operations,

LG Air Conditioning Technologies USA. "That's why we're doubling down to arm our dealers with more tools and resources. By expanding their technical expertise and support, we will ultimately drive sales for their overall business success. Our partners are our biggest asset and this enhanced program ensures we are providing a higher level of value, including access to state-of-the-art training and premier benefits."

To qualify as an LG Pro Dealer program participant, HVAC contractors must be nominated by an LG Distributor, participate in a local LG Contractor Opportunity meeting and complete a series of online training courses on LG's products and applications.

Upon completion of program requirements, LG Pro Dealers will have access to the following benefits:

- New portal for one-stop access to all program tools and resources for seamless management;
- Access to advanced training programs, including virtual options and hands-on opportunities with the technology at state-of-the-art LG Academies;
- Priority listing on the LG Dealer locator and access to consumer sales leads;
- Extended 12 years cumulative limited warranty on compressor parts for qualified registered LG residential/light commercial products;
- Access to branded marketing materials, including advertisements, literature, truck decals and promotional items; and
- Priority technical support.

For more information on the LG Pro Dealer program and LG's complete portfolio of HVAC offerings, visit [www.lghvac.com](http://www.lghvac.com).

## Survey Reveals Impact of COVID-19 on AMCA Members' Businesses

**Arlington Heights, Ill.**—The results of a survey of Air Movement and Control Association (AMCA) International members to assess the impact of the coronavirus disease 2019 (COVID-19) pandemic on their businesses and to gauge their outlook for recovery are now available.

- The survey, conducted by AMCA between June 24 and July 3, received responses from 107 individuals in 19 countries. Among the findings:
  - About 70 percent of the respondents indicated the pandemic's impact on their sales had been 25 percent or less.
  - The general outlook of the respondents with regard to recovery from the pandemic is positive,

with more than half estimating the impact on their sales will be 10 percent or less in six months' time.

- On a scale of 0 to 10 rating the impact of the pandemic on various aspects of respondents' businesses, the average rating was less than 5, indicating moderate to minimal impact, for all categories.
- The greatest challenges posed by the pandemic are loss of business opportunities, maintaining employee health and safety, and building and maintaining customer relationships.

A report of the findings is available on the COVID-19 resources page on AMCA's website at [www.amca.org/COVID-19](http://www.amca.org/COVID-19).

## Malco Products, SBC, Named 2020 All-Star Company by The Great Game of Business

*Malco's excellence in open-book management earns national award*

**Annandale, Minn.** — Malco Products, SBC, one of the nation's leading manufacturers of high-quality, American-made tools for professional use, was recently recognized as a 2020 Great Game of Business All-Star Company at the 28th Annual "Gathering of Games" conference hosted by the Great Game of Business® (GGOB).

GGOB promotes an open-book management approach to running a business, and encourages companies to set goals and participate in "mini-games" with associates aimed at reaching metrics. Tapping into the universal human need to win, GGOB educates employees in the rules of business, rallies them around a common goal, empowers them to see and improve the score and engages them with the opportunity to win or lose as a team.

At the Gathering of Games conference, the open-book management community honors and celebrates the remarkable

achievements of companies from around the globe that have fully embraced the principles of open-book management and GGOB, and have demonstrated outstanding results.

Malco Products implemented GGOB by utilizing financial projections, weekly management and company huddles, scoreboards and financial literacy training for all associates. Malco also set goals around associate engagement with its new facility in DeWitt, Neb., challenging Minnesota-based associates to spend time working at the DeWitt plant to encourage participation.

"Our business expansion in Nebraska is the largest Malco has undertaken," explained Mardon Quandt, Malco COO and president. "Malco's utilization of GGOB open-book management philosophies has ensured that we have had the resources needed, communication, and continuous improvement to make our expansion successful, and we're

**SEE MALCO PG.21**



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## Product News

### Bosch Streamlines Split WSHP Air Handling Unit Portfolio for Easier System and Part Ordering

**Watertown, Mass.** – Bosch Thermotechnology announced the proactive streamlining of the Split WSHP Air Handling Unit (AHU) product lines for its geothermal SM and LM split systems, making it dramatically easier for contractors to fulfill ordering needs for specific projects and installations.

The consolidation reduces the total number of configurations and parts for Bosch's SM and LM Split systems from thousands to 84 and 32, respectively. A new simplified product portfolio provides the perfect balance of flexibility and simplicity, in contrast to the build-to-order approach that was required of contractors in the past. Now, they can select the appropriate product from the manufacturer's array of residential and commercial water loop or ground loop applications based on proven pre-configured systems; sparing them the hassle of needing to customize a system from the ground up.

"We can now confidently say that Bosch Thermotechnology offers the most

flexible water source heat pump split portfolio on the market," said Andrew Archambault, senior product manager at Bosch Thermotechnology. "We continue to work closely with contractors to provide innovative solutions that make Bosch products one of the easiest and most efficient to service from start to finish."

The move offers relief and dramatic time savings for system installers who are seeing rapid growth in split geothermal projects. With local, state and federal incentives providing reduced initial costs for geothermal system installations, residential and commercial building owners are quickly realizing that split water source heat pumps are among the most efficient heating and cooling options available.

Specific changes to the parts lineup include new AHU and case coil pairings; utilizing the air source heat pump BVA2.0 air handler and BMAC cased coil units to the water source heat pump portfolio. Bosch Thermotechnology now offers three

options for AHU's: square box style (for tight spaces), rectangular multi-positional (only 4 SKU's), and cased coils for dual fuel applications with furnaces.

The new organization of the SM and LM split systems complement a laundry list of other unique benefits. Bosch currently boasts one of the highest performance efficiency ratings in the industry, according to the Air-Conditioning, Heating, and Refrigeration Institute (AHRI).

These combined product portfolios cover the needs of any contractor, whether they are working on a residential project or servicing a sprawling commercial building. The flexibility of having multiple AHU units to pick from means contractors are guaranteed to find a unit that is ideal for their application, whether it includes new construction or a retrofit in an already constructed space.

For more information on Bosch's new geothermal product lineup, visit <https://www.bosch-thermotechnology.us/us/en/>

### EVAPCO's Large-Module AT Atlas Cooling Towers

EVAPCO's AT Atlas counterflow cooling towers are designed in large, preassembled modules for ease of rigging and installation. As the most energy efficient modular cooling tower on the market, the AT Atlas is unmatched in CTI-certified capacity per cell.

The Atlas' modular concept and superior performance are ideally suited to projects at or above 4,000 tons. Atlas systems require fewer cells to achieve high cooling capacities, reducing the need for piping and electrical connections by up to 50%.

Atlas series cooling towers range in capacity from 1,484 to 2,386 nominal tons per cell – providing up to 60% more cooling capacity per cell, while requiring up to 40% less fan power per ton of cooling – when compared to traditional factory assembled cooling towers.

Available in Type 304 or Type 316 stainless steel – including the entire basin, support structure, vertical columns, louver frames and plenum. Site installation supervision is available from factory-trained technicians.

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800-433-4822

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**October 20-21; December 15-16**

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**October 6-8; October 26-28**

CITY MULTI Essentials Bundle

While in-person trainings are still limited due to social distancing constraints implemented as a result of COVID-19, Mitsubishi Electric Trane HVAC US (METUS) is committed to the continued support and training of HVAC contractors.

We have live daily training webinars for contractors on topics such as wireless connection basics; the difference between refrigerant charges in ported versus branch box multi-zone systems; and best practices and manufacturer recommendations for our CITY MULTI system.

We now offer these trainings twice a day, making recorded versions available for contractors who may have missed a webinar.



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### Despite a Canceled Event in 2020, the Mitsubishi Electric Classic Surpasses \$2.5 million in Charitable Donations for the Local Community



**Metro Atlanta** – Tournament officials announced that despite cancellation of the Mitsubishi Electric Classic, that was scheduled to be held April 13 – 19, 2020 at TPC Sugarloaf, a donation totaling \$247,153 was made to Children's Healthcare of Atlanta, Special Needs Schools of Gwinnett and other local charities. Since its inception in 2013, the Mitsubishi Electric Classic has donated a total of \$2,594,159 in support of charitable organizations in Gwinnett County and the greater metro Atlanta area.

"Although we were unable to hold the Mitsubishi Electric Classic this year, we remain dedicated to the community and charities

supported through the tournament," said Kent Hora, president and CEO of Mitsubishi Electric US, Inc. "To have the opportunity to give back in a significant way is extremely meaningful to everyone at Mitsubishi Electric, especially now as we strive to support our communities and one another through this uncertain time."

Both primary beneficiaries serve children, one through healthcare and the other through education and they were beyond thankful to learn of this year's continued support while also being given the opportunity to be associated with the event.

"This year's contribution has helped to secure additional resources to elevate the educational experience for our students and teachers," said Jamie Hamilton, Director of Community & Donor Engagement, Special Needs Schools of Gwinnett. "The support we've received over the last four years has played a large part in the evolution of SNS and the development of our new school building. The financial impact speaks for itself, but the platform we've been given through the event has been equally as valuable."

Looking to the future, with all necessary safety measures being carefully reviewed and implemented, the Mitsubishi Electric Classic anticipates the ability to welcome sponsors, fans and their benefitting charity partners back to TPC Sugarloaf, May 10 – 16, 2021.



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			New Braunfels	1223-B Industrial Drive	830-625-7743				

## Shafer Services Plus Creates Philanthropic Program to Provide Non-Profits with Critical HVAC and Plumbing Services for Free

*SA Youth's office and Boys & Girls Clubs member gifted new HVAC systems from Shafer Serves—the New Philanthropic Program from Shafer Services Plus*



**San Antonio, TX-** SA Youth and a family from Boys & Girls Clubs of San Antonio are receiving critically needed HVAC systems as Shafer Services Plus launches Shafer Serves, a new philanthropic program founded to assist San Antonio non-profits by providing complimentary HVAC and plumbing products and services.

"Safe temperatures and reliable running water are critical for healthy environments—especially for children," said Chase Anderson, President and CEO of Shafer Services Plus. "By providing these services to local non-profits, Shafer Serves is honored to help our community by serving our San Antonio family."

Shafer Serves is being launched by Shafer Services Plus to thank San Antonio for supporting the plumbing and HVAC company for the past 136 years. Established in 1884, Shafer Services Plus has built much of San Antonio's commercial and residential infrastructure, even installing the nation's first commercial air conditioning system in a high-rise at San Antonio's own Milam Building.

At the SA Youth facility, six out of 10 HVAC units were broken, leaving the team to work in temps climbing over 90 degrees. The Shafer Team repaired all malfunctioning units and replaced a broken unit, providing over \$15,000 in parts and services.

"By donating HVAC repairs and installation, Shafer Serves is helping SA Youth focus on providing much-needed supplies and educational opportunities to students who are a part of our program,"

said Asia Ciaravino, President and CEO of SA Youth. "It's been an impactful gift not only for our organization but for the youth of San Antonio."

Boys and Girls Clubs of San Antonio has been working to ensure club members continue receiving support at home while clubs operate at limited capacity due to Covid-19. Through partnership with Shafer Serves, they were able to provide Eastside Club member Yolanda Davis and her family with a new HVAC system for their home as she is currently without central AC.

"This HVAC donation from Shafer Serves has changed the quality of life for the Davis family and strengthens the bond that our clubs, members, and community partners share," said Angie Mock, CEO of Boys and Girls Clubs of San Antonio. "It's when we come together to care for one another that we experience what community can really mean."

Shafer believes in building community and operates 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.

"At Shafer, we're here to take care of our San Antonio family for generations," said Chase Anderson, President and CEO of Shafer Services Plus. "SA Youth and Boys and Girls Clubs of San Antonio are paving great futures for San Antonio's children. Being able to provide them with HVAC services so they can continue providing meals and educational resources is a great honor for us."

## AHRI, Alliance Applaud Senate Energy Bill HFC Amendment

**Arlington, Va.** – The Air-Conditioning, Heating, and Refrigeration Institute and the Alliance for Responsible Atmospheric Policy today expressed strong support for a bipartisan amendment introduced by Senate Environment and Public Works Committee Chairman John Barrasso (R-Wyo.), Committee Ranking Democrat Tom Carper (D-Del.), and Senator John Kennedy (R-La.) filed as an amendment to the Senate Energy Bill introduced last spring by Energy and Natural Resources Committee Chairwoman Lisa Murkowski (R-Alaska) and Committee Ranking Democrat Joe Manchin (D-W.V.).

The amendment is a bipartisan compromise based on the American Innovation and Manufacturing Act (S. 2754), a bipartisan bill introduced last year by Senators Kennedy and Carper that would boost American manufacturing of next-generation refrigerant technologies, promote American innovation, and create tens of thousands of new domestic manufacturing jobs.

Enactment of the Barrasso-Carper-Kennedy amendment would settle the uncertain regulatory landscape facing the U.S. heating, ventilation, air conditioning, and refrigeration (HVACR) industry by phasing down a class of refrigerants known as hydrofluorocarbons (HFCs) and allowing for a market- and consumer-friendly

transition to new and better performing refrigerants and related products and equipment.

"This amendment brings us one step closer to implementing an HFC phasedown and reaping the substantial economic benefits associated with this transition to new refrigerant technologies," said AHRI President and CEO Stephen Yurek. "The amendment will accomplish our industry's refrigerant objectives while protecting consumers and providing significant economic and environmental benefits, and we are grateful to this bipartisan group of Senate leaders for their assistance and foresight."

"We are appreciative of the strong bipartisan support for this legislation," said Alliance Executive Director Kevin Fay, "as it provides for clear development of a uniform, federally-based HFC phasedown in the United States that will also enhance continued American technology leadership in our country as well as around the globe."

According to a 2018 study by Interindustry Forecasting at the University of Maryland (INFORUM), an HFC phasedown will create 33,000 new manufacturing jobs, and increase direct manufacturing output by \$12.5 billion, increase the U.S. share of the global HVACR export market by 25 percent.

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# Giving Credit Where Credit is Due

A sale is not made until the money is in the bank.

In almost every form of trade and livelihood in America, customers can purchase on credit only if specific (and often stringent) conditions have been met — except in our trade. We are one of the worst about walking into a sale with blind trust in the customer’s intentions.

Most of the time our instincts prove correct and there is no problem. But sometimes problems arise, problems that can end up costing us thousands of dollars. Prevention is always less costly than cure, so it stands to reason that if we could only develop and then follow a clear and specific credit policy to guide us in our selling, we could avoid those few but costly mistakes.

## Credit Policies

A clear and well-written credit and collection policy shared with the customer up front can avoid much pain and anguish later for both parties! Terms of sale should be clearly stated in the policy and on the proposal document. There is no one best way to do this, but some possibilities are:

- Cash due upon completion*
- 50% down upon acceptance and the balance due upon completion*
- \$500 down and the balance due upon completion*
- 10% down and the balance financed through a retail credit program (credit card, manufacturer program, etc.)*

It is extremely important to spell out up front and in complete detail the terms of sale for residential new construction and add-on/replacement. For commercial

plan and spec contracts, your terms cannot supersede those in the specifications and contract documents. In such cases, you must either agree to live with the specifications, negotiate a change in the terms, or not take the job.

## Checking Credit Ratings

Checking a customer’s credit rating is a rarely done but simple procedure. It usually requires that you belong to a credit bureau or similar service.

Think of it this way: when you eat out with your family and use a credit card to pay for the meal, the restaurant actually runs a *credit check* on you for the price of the meal! (That’s what swiping a credit card in the read does!) So why don’t *we* check credit before letting a customer walk away with a new \$10,000 system?

## Collection Procedures

Collecting on delinquent accounts is a delicate business. You need to know your rights and exercise them. If you write off \$2,000 in bad debt, how much do you have to sell to make up for it? If your profit margin is 5%, about \$40,000!

You should bill out jobs every day! The practice of waiting until the end of the month wastes your money and is inexcusable in this day of computerized accounting systems. (Of course, in commercial plan and spec jobs where the specs detail just how billing is to be done, you are at the spec’s mercy.)

Determining when an account becomes delinquent should be part of the credit policy. For instance, some delinquency clauses say, “Due by the 21st of the month; delinquent after the 30th.” Perhaps the best way is to say, “Due upon receipt. Past due 30 days from the date of the invoice.”

So what happens when a customer goes beyond the grace period?

Let’s assume you’ve clearly communicated your credit policy, and specified when an account becomes delinquent. How do you handle those delinquent accounts?

Books have been written describing elaborate collection procedures using letters and cards, but the simplest, fastest and most economical way is to call the customer on the phone. Mention the reason for the call and ask when you can expect payment.

It may help to offer the customer a payment plan. If the customer agrees, make note of the plan, send a confirming letter, and follow up on it. If the customer suggests a payment, thank them and send a confirming letter.

Be firm. Ask for specific answers to your questions, and wait for the customer to give them. Don’t say, “I need the money to pay my suppliers.” You need the money because it is yours and because the customer made a promise to pay by a certain date, a promise he has not kept. The customer is enjoying the benefits of the job; you should too.

Remind the customer of the original terms of sale, terms agreed to when the customer signed the contract. If the customer defaults on the plan, take stronger action. On large past-due accounts, the company’s owner should make the call.

Don’t hesitate to use a professional collector when you have exhausted all your efforts. Even splitting the amount with collector 50/50 is better than a 100% write-off!

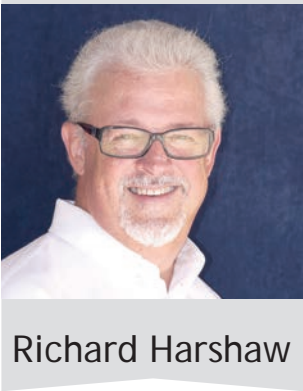
Go to court as a last resort. If you threaten legal action, take it. Most states have small claims courts to settle disputes under a certain amount. Make sure you know your state’s laws and procedures for small claims.

## Know Your Rights!

For larger amounts, you will have to use the formal legal process. This first means protecting your lien rights. Each state has different lien laws, specifying even the text that must be written on the proposal and invoices and the number of days in which you are allowed to file a lien.

Once your lien window closes, you are out of luck! The moral? Stay on top of your delinquent accounts and don’t let the lien window close!

Normally, just filing a lien will result in payment. But if the customer still does not pay, have an attorney draft a registered letter explaining



Richard Harshaw

your intention to sue. Be sure to allow the customer a fair but firm response time.

## Credit For Service Calls

And what about credit for service calls? Go cash-on-delivery (COD)! The customer should be told when the service appointment is made that the service technician will collect for the call while there and that cash, personal checks, or major credit cards are acceptable forms of payment.

If you have long-term service customers who have always been billed for service in the past and their payment record is flawless, there is not much to gain by changing the policy for them. You will only arouse suspicions and may lose them as customers. However, every new customer should be started as a COD account.

Cash for service is important because the amounts are usually not worth the cost to pursue legally. Also, once the customer’s system is repaired and running properly, the need is met and the psychological motivation to pay is less.

## One Person in Charge

In all cases of collection procedure, the same person should be in charge each month. This is to be sure that customers who promise to make payments per an agreed-upon plan don’t slip behind and tell someone else next month that they’ll agree to a different payment plan (again!). It also helps present a unified front to the customer.

SEE HARSHAW PG. 21



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## Product News

# Weil-McLain® Introduces the Future of High-Efficiency Residential Heating with ECO® Tec

*New, Premium Residential Boiler for All Comfort Heating Needs Including High-Performing Combi Applications*

**Burr Ridge, Ill.** – The future of residential comfort heating has arrived with the introduction of the ECO® Tec high-efficiency boiler from Weil-McLain®, North America's leading boiler manufacturer. The new ECO Tec is a high-quality boiler that meets nearly all residential application needs including multi-zone and combi applications. It features a long-lasting fire tube heat exchanger and is available in combi versions with response time and domestic hot water (DHW) output designed to meet the demanding needs of residential replacement applications. ECO Tec is easy to install, use and service, operates whisper quiet, and is among the most energy efficient residential boilers available today.

ECO Tec is available in four heat only sizes ranging from 80 to 199 MBH. The combi versions are available in three sizes – 110, 150 and 199 MBH – with hot water output up to 5.4 gallons per minute (GPM) and features Weil-McLain's advanced ECO BOOST™ technology to provide rapid DHW response. ECO Tec also includes built-in zone control, connects up to four thermostat inputs and features an easy-to-use setup wizard and heating system presets.

“ECO Tec is a premium residential boiler designed to provide entire home comfort and offers great value, priced below most premium boilers available today,” said Mike Boyd, product manager with Weil-McLain. “It features exceptional domestic hot water performance and was developed with Weil-McLain's next generation, easy-to-use Unity 2.0 control with touch screen display. Contractors will appreciate the ease of installation, use and service, while homeowners will enjoy high performance and energy-efficient comfort home heating.”

Featuring a 95% AFUE rating, ECO Tec is among the highest energy efficient residential boilers in the industry. ECO Tec achieved the “Most Efficient” rating level from Energy Star® in 2020 and is rated to deliver maximum operational cost savings to homeowners and provide qualification for local utility rebates, if available.

The unit's durable stainless steel fire tube heat exchanger features a vertical orientation for “self-rinsing” during operation, and a polypropylene condensate-collector base that provides better corrosion resistance than traditional stainless steel, helping to ensure a long service life. A sound

suppressing air silencer on the heat exchanger provides whisper quiet operation.

ECO Tec is designed for easy maintenance and service with a spacious cabinet that allows for full access to internal components, common parts for all unit sizes and the easy-to-use control touch screen display.

Other key features of the ECO Tec include:

- Up to 10:1 turndown ratio that self-adjusts to minimize fuel usage
- Low NOx emission certified
- NSF/ANSI 372 certified domestic hot water components
- Built-in energy-saving ECM circulator to conserve energy
- Built-in zone control that can operate up to 4 circulators (plus internal)
- Natural or propane gas capable

• Multiple venting options for different home styles and buildings

The ECO Tec's sleek, modern design makes it easy to transport, deliver and install and offers versatile placement options with included and optional kits. Its wall mount design frees up valuable floor space, while its optional pedestal can be used for floor standing installations.

All units are tested and certified to the industry's highest standards and include a warranty of up to 12 years on the heat exchanger and up to 5 years on parts with registration (2 years on parts without registration).

To learn more about the new ECO Tec high-efficiency residential boiler, visit [www.weil-mclain.com/eco-tec](http://www.weil-mclain.com/eco-tec) or locate a Weil-McLain regional sales office at [www.weil-mclain.com/en/weil-mclain/about-us/locations/](http://www.weil-mclain.com/en/weil-mclain/about-us/locations/).

## Mitsubishi Electric Trane HVAC US Presents the Lineup of Redesigned PKFY Wall-Mounted Indoor Units

*The small, quiet and smart units bring sleek aesthetics and efficiency to commercial buildings*



**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, is pleased to announce a lineup of redesigned PKFY wall-mounted indoor units in capacities from 4,000 to 18,000 BTU/H.

Newly designed for small spaces, PKFY wall-mounted indoor units deliver optimized comfort and efficiency in light commercial and commercial applications. The units operate efficiently and are whisper-quiet. At low speed, the operating sound level for models PKFY-P04NLMU-E, PKFY-P06NLMU-E, and PKFY-P08NLMU-E is just 22 dB(A). The PKFY-08NLMU-E model offers the greatest sound level reduction of 12 d(B)A at low speed over its predecessor.

PKFY units connect to CITY MULTI® R2-Series, Y-Series, WY-Series, WR2-Series and S-Series VRF zoning systems. Designed to vary compressor motor speeds and capacity according to heating and cooling loads, these systems use only the minimal amount of energy needed to maintain a zone's

desired set point, thus saving energy and operating costs.

“We're pleased to present a modern style update to the lineup of PKFY wall-mounted indoor units that offers added visual appeal to any space,” says James DeBerry, manager, commercial marketing, Mitsubishi Electric Trane HVAC US. “The new units improve comfort by using a more horizontal airflow discharge for better air circulation and indirect contact with occupants. Beyond aesthetics, the units are quieter than previous models also. Our 4,000 BTU/H model responds to the industry's demand for low capacity units with flexible designs for small spaces and passive applications.”

Other PKFY features and benefits:

- Smaller width on select models compared to previous PKFY design
- Standardized piping and wiring take-outs across the entire lineup
- Long-lasting, easy to clean filters

For more information on PKFY wall-mounted indoor units, and other commercial offerings from Mitsubishi Electric Trane HVAC US, visit [mitsubishipro.com](http://mitsubishipro.com).

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# It's On My Heart: Thankful for our Industry

Just went to our dentist last week. It was first appt available, we had moved to Dallas a few months ago and we had a referral, called and they gave us an apt for that day. What I did not realize was what their business was like until I started talking to the young lady who was cleaning my teeth. I asked her how long she had been in the teeth business, she said 6 years. Then she said, actually 5 and a half, since she could not count this year. I waited, she explained, they had been shut down in March, this was August, she was out of work for 5 months. They got some part of their regular pay for the first 90 days, but then it dried up.

Just today, May and I were going to have a lunch at a large Mexican restaurant that we had heard good things about. Some cars were in the parking lot, it was about 1 pm, maybe we had missed the lunch crowd. As we got out, a couple of guys walked up to a side door, then stopped and asked if we were trying to eat there. We said we were, had heard good things. Turns out one of these guys was the owner, he said they had shut down the restaurant last week,

his words: just couldn't do it any longer.

Here is my point, aren't you glad you are in an essential services industry? Not sure about you, I was not born into this industry, just started right out of college as a sales rep for Trane. Actually, when I graduated from University of Missouri at Rolla, Engineering School, I applied to all sorts of companies. Had a file about an inch thick of rejection letters. Trane came to our school to interview, I saw the interviewer had a college ring with the letters of the same fraternity that I was in, TKE. So, I slipped him a secret signal that I was a brother, changed the interview completely. No idea if that made the difference, but I am confident that it did not hurt my chances.

Had several roles with Trane, ended up running the Phoenix sales branch, where we were blessed with over 50% market share. This was back in the day, but still great numbers. Moved from Trane to a mechanical contractor, then a small residential company, ended up at Donley Service Center for a decade. Actually, did not have a plan

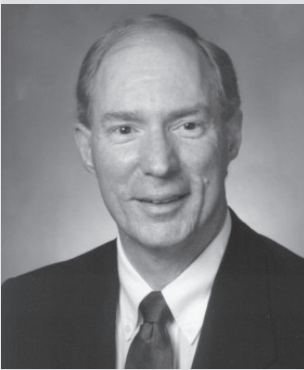
for these moves, but things fell into place when the time was right. Started my consulting business in 1999, ran it for 20 years, joined up with Service Nation this year. So, I have been in all phases of our industry, both as dealer and distributor and as a consultant. Have been able to keep busy and productive for 5 decades.

This is a good industry, but this year I believe it has proven to be a great place to work, we are able to stay busy when others are shut down or closing their doors forever. I did not see the Pandemic coming, we were all caught off guard. But when everyone is locked down, staying at home for months, they really depend on companies like us to keep their heating and air conditioning and plumbing working safely and efficiently. In many cases, there are more people at home now than ever before, a lot of people working from home. And a lot more people using the home as an office, using the facilities all day every day, putting a strain on the mechanical systems. Some homeowners are realizing they will be working from home for the foreseeable future, and are adding on or

re-modeling to accommodate a home office.

Which brings me back to my first point. We are needed now more than ever, the services we offer are now a necessity, not a luxury. So the next time you are feeling sorry for yourself because someone called you out on a Saturday, or you had a tough call on a Thursday nite, got home at 9:30, never had a lunch break, missed dinner, just stop and reflect on how great it is to still get a paycheck. And I do realize that the Government made it pretty attractive to stay at home, with an expanded benefit for those who lost their jobs this year, but that is a temporary package, not permanent. Be thankful you have a career in an industry that is needed today, and in the future.

Thanks for listening, we'll talk later.



## Jim Hinshaw

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

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

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

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

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

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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# Alltemp Inc.® Announces Board and Management Changes

**Westlake Village, Calif.** -- Alltemp, Inc. (OTC PINK: LTMP), developer of the proprietary and environmentally friendly refrigerant technology called alltemp®, today announced replacement of the Company's board of directors and appointment of a new Chief Executive Officer.

As a result of a stockholder vote, stockholders holding a majority of the issued and outstanding voting stock

of the Company have removed its existing board of directors and elected Bob Davis, the alltemp refrigerant inventor, E. Kenn Philips and Ben Hansel to the board of directors, with Hansel additionally being appointed to the position of CEO.

Hansel brings multiple financial and sales disciplines to the CEO role and will immediately begin focusing on updating the Company's financial statements to meet the OTCQB eligibility

standards, as well as streamlining the Company budgets, operations, and personnel, to best achieve growth and prosperity for all existing and future stakeholders.

"alltemp refrigerants are an amazing technology," stated Hansel "so, in addition to focusing on our financial markets, we are eager about the opportunity to work with employees and build the alltemp market to what we believe it deserves to be."

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## Friedrich Donates Air Conditioning Equipment to Roy Maas Youth Alternatives to Provide Relief for At-Risk Youth

**MALCO con't**

**San Antonio, Texas**— Friedrich Air Conditioning Co., a leading U.S.-based manufacturer of heating, cooling and other room air conditioning products, has donated a variety of A/C products to the Roy Maas Youth Alternatives (RMYA) Turning Point Transitional Living, a nonprofit program that helps local at-risk young adults (age 18-24) learn how to live productive, independent lives.

RMYA Turning Point recently opened its sixth home in San Antonio, named the “Annie Laurie” House, designed to assist youth who need a safe place to live and have aged out of foster care or who are homeless. It is the only program of its kind in San Antonio, housing up to 32 youth at a time in this 18-month program.

Friedrich provided a multi-zone ductless mini-split system and four Friedrich Kühl window air conditioning units to help ensure the new 1,385 square foot home is a comfortable, welcoming place for its occupants, many of whom came from abusive and neglectful homes or who literally had no place to go after foster care. The Annie Laurie

home will provide more at-risk young adults with a supervised, safe and secure place to live while learning how to care for themselves so that they can become independent, productive and empowered members of the community.

“Gaining the support of Friedrich Air Conditioning as a donor sponsor for the Annie Laurie Turning Point home was a Godsend. They offered help just when we were in great need of HVAC equipment to finish this newly renovated house,” said Gail Ribalta, Chief Development and Administrative Officer for RMYA. “We are greatly appreciative of their extremely generous help and expertise, and proud that they have become a community partner in making this house a refuge for so many deserving San Antonio youth.”

The company’s donation included a Friedrich Floating Air® Series two-ton ductless split system that will serve to provide efficient heating and cooling capabilities in the shared areas of the home, including the kitchen and living spaces. Friedrich’s Floating Air Series offers the latest in inverter technology innovation, which quietly varies

the compressor and indoor fan speeds, smoothly and quickly adjusting to the desired temperature automatically while helping maximize energy efficiency. Friedrich also provided a Kühl window A/C unit for each of the home’s three separate bedrooms and dining room. Known for quiet operation and powerful performance, these units will provide essential, customizable cooling capabilities to help ensure a comfortable and restful environment for the residents. Friedrich offers a wide range of customizable, efficient room air conditioner solutions, which offer flexibility to address the unique needs of both residential and multi-family spaces.

“The RMYA Turning Point Transitional Living program provides such an important service for youth in this community who might otherwise fall through the cracks,” said Lionel Lopez, Director of Engineering at Friedrich Air Conditioning. “Caring for our local community and knowing that our products are providing great relief for those in need are aligned with our corporate and employee values, and we are proud to support this essential cause.”

proud to say that 90 percent of our Minnesota-based employees have participated in our challenge to spend time working at the DeWitt plant.”

Through greater financial literacy and accountabilities at all levels, efficiencies and lead times have improved at Malco. Sales and net operating profits have increased to record levels, and since Malco first implemented GGOB, associates have collectively received over \$1.7 million in company incentive bonus payments—which has helped engage associates while giving them a greater stake in the performance of the company.

“GGOB has a positive effect on us, and it is a great fit for our organization, as we are 100 percent employee-owned,” said Marvin Kampa, Malco accounting manager. “Engagement has increased, which leads to more transparent information and communication. It has also taught me to be more transparent personally, communicate better, and to set personal goals and strive to achieve them.”

*For more information about Malco Products, SBC, visit [www.malcoproducts.com](http://www.malcoproducts.com).*

### **HARSHAW con't**

But to safeguard the happiness of the collection manager, delinquent accounts should be called throughout the month and not just all in one day. For example, with computerized accounting, it should be an easy practice to print the aged receivables list each Monday morning, select one fourth of the delinquent accounts (since this report would be run four times a month), and call a few of those people every day. Since customers can sometimes become abusive during collection calls, this keeps the abuse from piling up all on one day. Most of us can take a few abusive customers each day, but not 30 or 40!

I suggest that any amount over 60 days old automatically be the responsibility of the owner, and that the collection manager brief the owner on the account’s history (including payment plans and other promises made and broken) before the owner calls the customer.

### **The Goal**

Finally, strive to keep the average age of your accounts receivable to under 30 days. This may not always be possible, but it is a strong goal to aim for. You can calculate the average age of your accounts receivable by dividing the accounts receivable on your balance sheet by the sales volume for a full year and multiplying the result by 365.

*For example, if you have accounts receivable totaling \$80,000 with \$1,200,000 in sales, the average age of your accounts receivable would be 80,000 ÷ 1,200,000, or*

*0.06666, times 365, or 24.3 days.*

Anything over 45 days is cause for taking strong and quick action.

### **Don't Wait Too Long!**

The Commercial Law League of America released startling data about the odds of collecting past-due accounts:

Current account 98% odds of collecting all of it

1 month overdue 93% odds

2 months overdue 85% odds

3 months overdue 73% odds

6 months overdue 57% odds

9 months overdue 42% odds

1 year overdue 25% odds

2 years overdue 13% odds

Other research reveals that:

- If a customer goes beyond 60 days past due, there is a 62% chance it will happen again.

- If a customer goes beyond 60 days a second time, the odds are 95% that he'll always pay beyond 60 days.

- Two-thirds of the accounts that get to 60 days past due will reach 90 days past due.

If you want a mild shock, take the amounts you have in the aging brackets mentioned above and multiply them by the odds of collection and then total up the amounts to see how much your accounts receivable is probably really worth.

Once you begin to look at your receivables with this in mind, chances are you'll be even more motivated to stay on top of the situation. As is always the case: Time is money!

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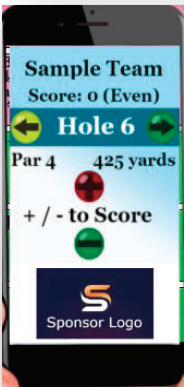
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## Automotive HVAC Market Worth \$68.18 Billion by 2027: Allied Market Research

Rise in demand for automatic climate control features and thermal system in automobiles, surge in comfort & safety measures with implementation of HVAC systems, and increase in vehicle production fuel the growth of the global automotive HVAC systems market

**Portland, OR** -- According to the report published by Allied Market Research, the global automotive HVAC system market was pegged at \$43.37 billion in 2019 and is expected to hit \$68.18 billion by 2027, registering a CAGR of 5.8% from 2020 to 2027. The report provides a detailed analysis of the top investment pockets, top winning strategies, drivers & opportunities, market size & estimations, competitive landscape, and changing market trends.

Increase in demand for thermal system and automatic climate control features in automobiles, rise in safety & comfort measures due to adoption of HVAC systems, and upsurge in vehicle production have driven the growth of the global automotive HVAC systems market. On the other hand, high maintenance cost impedes the growth to some extent. However, adoption of eco-friendly refrigerants and production of cheaper HVAC systems are expected to usher in multiple opportunities in the industry.

COVID-19 Scenario of Automotive HVAC Systems Market:

- Manufacturing activities have been shut down due to lockdown imposed by governments of many countries. Moreover, there is a scarcity of raw materials as supply chain has been disrupted.
- Research and development activities have been stopped as factories have been closed down. In addition, the demand for these systems has been declined due to pause in manufacturing activities.
- As lockdown restrictions eased off, manufacturers have begun production activities with minimal workforce and taking safety measures in the factories.
- Auto expos and conferences have been

either cancelled or postponed to prevent gathering of people.

On the basis of technology, the automatic segment contributed to more than half of the total market share in 2019, and is expected to rule the roost by the end of 2027. The same segment is also anticipated to manifest the fastest CAGR of 6.1% from 2020 to 2027. The manual segment is also discussed in the market report.

On the basis of vehicle type, the passenger car segment accounted for nearly three-fourths of the total market revenue in 2019, and is projected to retain its dominance throughout the forecast period. The electric vehicle segment, on the other hand, is predicted to portray the fastest CAGR of 11.3% till 2027. The report also analyzes the commercial vehicle segment.

On the basis of geography, Asia-Pacific held the highest share in 2019, generating more than one-third of the global market. The same region would also portray the fastest CAGR of 6.1% during the estimated period. The other three regions assessed through the market include North America, Europe, and LAMEA.

The key market players analyzed in the global automotive HVAC system market report include Valeo services, Air International Thermal Systems, Calsonic Kansei Corporation, Hanon Systems (HVCC), Sanden Holdings Corporation, Mahle GmbH, Johnson Electric, Denso Corporation, Sensata Technologies, Inc., and Keihin Corporation. These market players have taken recourse to several strategies including partnership, expansion, collaboration, joint ventures, and others to prove their stand in the industry.

## Maximize Profits with DS3 Energy Efficiency Upgrade

Maximizing profits on every job should be a common practice year-round but we all know how critical revenue from Add-On sales can be during the offseason. Selling performance upgrades and offering solutions such as upgrading to a wifi stat has become extremely lucrative for many contractors. Since every sales call brings prime opportunity for Add-On sales we must always be looking for additional avenues that not only increase revenue for the contractor but also solves a problem and adds value for the homeowner.

Identified as some of the top complaints by homeowners, it is safe to say every tech has been asked to address Hot/Cold areas, weak airflow, and extremely long cycle times to name just a few. These are very common problems that did not have a simple and cost-effective solution until now.

We would like to introduce you to the **DS3 Energy Efficiency Upgrade**.

As we all know, Hot/Cold areas, never-ending cycle times and weak airflow are almost always caused by inefficient ductwork. In the past, reworking the ductwork was a very difficult and costly solution that most homeowners simply could not afford. The DS3 DuctSaddle is the **ONLY** duct saddle designed to be installed in retrofit applications. The patented strap channel allows the saddle to be installed after both ends

of the strapping are already connected. The DS3 Ductsaddles can be installed right on the existing strapping. Removing kinks, sags and airflow restrictions has never been faster or easier!

Since airflow issues are the source of the most common complaints by homeowners, techs can feel confident recommending the DS3 Energy Efficiency Upgrade. We know that increasing airflow not only addresses their comfort concerns but it also reduces breakdowns, damage to compressor, shorter service life of the blower motor and increases energy efficiency by reducing cycle times which will save the homeowner money! The increase in efficiency can even pay for the upgrade through lower utility bills.

Consulting the customer and offering the DS3 Energy Efficiency Upgrade will let your customers know you are looking out for them. Your company will be quickly viewed as the most knowledgeable, trusted and helpful service provider in your market.

The 5 star reviews are sure to follow and the phone won't stop ringing.

Ask about our Free homeowner focused sales tools available to help you make these profitable sales.

Contact us today for more info [www.Ductsaddles.com](http://www.Ductsaddles.com)

*Contributed by Dave McIntosh*

*Sell Performance Upgrades  
for All-Season Profits*

**DS3 ENERGY  
EFFICIENCY  
AIRFLOW  
UPGRADE**

- Easy Retrofit Without Strap Removal
- Easy Upsell - Every Call is an Opportunity
- Increase Revenue During Off Season
- Highest Profit Upsell Opportunity
- Address Airflow & Condensate Complaints

*Boost Sales in  
the Offseason  
While  
Increasing  
Profits*

**Maximize Profits on EVERY Call**

**DS3**  
DUCT SADDLE STRAPPING SYSTEM

Call for FREE Homeowner Focused Sales Tools

**214.407 6100**

[www.ductsaddles.com](http://www.ductsaddles.com)



### CHANGE OF ADDRESS?

Be sure to notify us to continue receiving  
your monthly copy of

**Air Conditioning  
TODAY**

Email [llackey@ac-today.com](mailto:llackey@ac-today.com)





# CLUTCH

*Insko Distributing &  
Ruud Reliable Equipment*

*THE TEAM YOU  
CAN RELY ON!*



## PRO PARTNERS RECEIVE

- |                             |                                |
|-----------------------------|--------------------------------|
| Cash Back Rebates           | Lead Generation                |
| Special Financing Offers    | T <sup>3</sup> Rewards Program |
| Co-op Advertising Support   | FREE Training                  |
| Dealer Incentives and Trips | Local Technical Support        |
| Dedicated Sales Team        | Parts/Supplies Rebate          |

## CONTRACTOR CASH BACK

September 1 - November 18

ENROLL: [INSO.COM/CASHBACK](https://www.insco.com/cashback)

Rebates Up To  
**\$625**  
Heat Pump Systems

Rebates Up To  
**\$600**  
A/C Systems

Rebates Up To  
**\$300**  
Package Units

SHOP NOW @

Abilene / Arlington / Austin / Brownsville / Corpus Christi / Dallas / Desoto / Del Rio / Denton / El Paso / Fort Worth / Garland / Georgetown / Grapevine  
Harlingen / Houston / Kerrville / Laredo / Lubbock / McAllen / New Braunfels / San Angelo / San Antonio / Tyler / Victoria / Wichita Falls / Oklahoma City

[INSO.COM](https://www.insco.com)



Best Products. Best Service. Best People.



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# GET A FREE \$25 SHELL GAS CARD



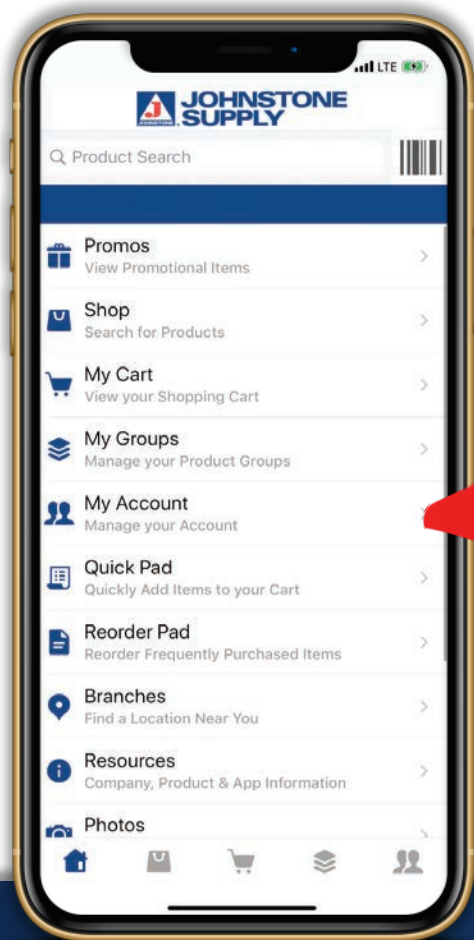
**ON YOUR FIRST PURCHASE OF \$200 OR MORE USING OUR MOBILE APP!\***

\*Limit one gift card per customer. Gift card can only be earned based on customer's first mobile app order of \$200 or more. Gift card will be sent to the customer's address on file within two weeks of making the qualifying purchase. Offer valid October 1-October 31, 2020.

## BONUS GIFT

**Present this ad at your local branch  
and get a FREE Johnstone logo cap!\***

\*Limit one cap per customer while supplies last. Must present ad in store to redeem.



**Everything you  
need right at  
your fingertips**

## OE Touch Key Features



### My Cart

"My Cart" allows you to view all products in cart, edit quantities, delete products, and clear your entire cart.



### Quick Pad

This screen was designed to quickly build your shopping cart. You can search for products and use the built-in camera for barcode scanning.



### Reorder Pad

The Reorder Pad displays products that have been purchased by you over the past year and are listed in descending order.

**Don't have our app? Scan the barcode now to get signed up!**

Shop online 24/7 at [www.JohnstoneSupply.com/39](http://www.JohnstoneSupply.com/39)



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Fax: (409) 832-1462

**HOUSTON**  
2120 Shepherd Drive, 77007  
Phone: (713) 868-8967  
Fax: (713) 868-3045

**HOUSTON**  
5935A South Loop East, 77033  
Phone: (713) 645-0085  
Fax: (713) 645-7498

**HOUSTON**  
8304 Westpark, 77063  
Phone: (713) 952-4601  
Fax: (713) 952-0865

**HOUSTON**  
15631 Blue Ash, #160, 77090  
Phone: (281) 872-5200  
Fax: (281) 872-4848

**HOUSTON**  
6630 Roxburgh Dr Ste #175, 77041  
Phone: (713) 466-5716  
Fax: (713) 466-7530

**KATY**  
22110 Merchants Way, Ste. 100, 77449  
Phone: (713) 803-6240  
Fax: (713) 803-6250

**STAFFORD**  
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Contractors Association**  
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**Austin, Texas 78750**  
**800.998.HVAC (4822)**  
**www.tacca.org**

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



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

**C&L Refrigeration Texas, LLC**

**Lennox Industries - Texas**

**Ramsey Heating & Air, Inc. – San Antonio**

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 ACR License Exam Prep Course**

TACCA is proud to provide our license exam prep course with a successful high pass rate. Our instructor, Wayne Young, has been teaching this course for 15 years and continually works to update and improve the content. We hear over and over two things we feel really make our course stand out. First, we have an incredible instructor who brings his years of experience in HVAC/R and teaching to the course. And second, we have an extensive study guide that many students tell is was key to their success in passing the exam.

Read what some of our students have recently said about our course and instructor.

<p>“The TACCA prep course was recommended to me by current license holders. Our instructor, Wayne, was very knowledge in HVAC as well as tactics to pass the test. The test prep book was the most valuable piece of information I received. I also enjoyed that Wayne stayed engaged with us after the class was over, by updating the material he covered. I highly recommend this class; I got a lot of value out of it.”</p> <p>- Alex Dickey</p>	<p>“I chose the TACCA exam prep course from a personal referral that took your class and passed the test the first time. He spoke very highly of the instructor as well. The instructor, Wayne, was incredible. I’ve been doing HVAC for 13 years and hold a mech license in California and I have done many trainings and courses. I never met an educator/trainer of his caliber and knowledge! ★ ★ ★ ★ ★ I will highly recommend this course if anyone asks. I like how there was no wasted time, a highly knowledgeable instructor, multiple 10-minute breaks and got right back to business! Great job!”</p> <p>- Caleb Walsh</p>
<p>“I chose your course after I thoroughly read the reviews and researched TACCA. Wayne was extremely knowledgeable and I would recommend this course to others because of the experienced/knowledgeable instructor. I knew before taking this course that my weak areas were equipment requirements and HVACR S&amp;D, and I ended up getting 85% of those questions correct.”</p> <p>- Kelly Ann</p>	

We get a number of calls asking about the timing of taking the prep class. We recommend that anyone seeking licensure first submit their application to the Texas Department of Licensing & Regulation and obtain approval in case there are any delays in processing the paperwork. Once you receive approval to take the exam, we recommend scheduling to take your exam at a PSI location about 1-2 weeks after taking the exam prep class. After two full days of working through test-taking techniques, this gives the brain a bit of a rest to process the information and be at its best on test day.

**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 B3 for upcoming continuing education opportunities and page B4 for exam prep course dates.

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

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

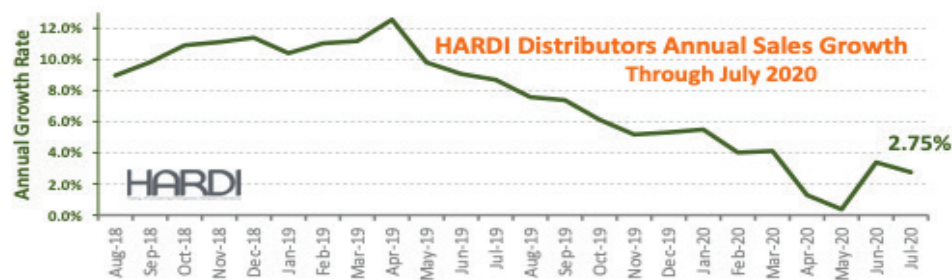


# HARDI

## HARDI Distributors Report 8.4% Percent Revenue increase in July

**Columbus, Ohio**— Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing the average sales performance by HARDI distributors was an increase of 8.4 percent during July 2020.

The average annual sales growth for the 12 months through July 2020 is 2.75 percent.



“Sales growth during the prior year was 14.9%, so this month was not an easy comparison,” said HARDI Market Research & Benchmarking Analyst Brian Loftus. “Nationally the cooling degree days during July 2020 were comparable year-to-year even with 30% or more cooling degree days than normal in three of our regions last July.”

The Days Sales Outstanding (DSO), a measure of how quickly customers pay their bills, is now at 39 days. “39 days is a record low and compares to a normal 43 to 44 for July,” said Loftus. “We have been focused on the DSO as an indicator of economic distress. What we see so far is caution by customers with anecdotal references to higher share of cash transactions.”

“The economic data reminds me of the recent variation of availability of items at the grocery store,” said Loftus. “Generally, the data is getting better like product availability, but the empty sections are reminders that challenges persist. Much of the economic data can be interpreted as stabilizing, but we are not surprised by random blank shelves. Is an economic report good if it is down from the prior year but better than estimated? Should we focus on the seasonally adjusted estimate or the trends of actual results? The data continues to be confusing or a little unpredictable, like item availability at the grocery store or like the unusually low DSO this month.”

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

## HARDI Fills Gaps in Market Intelligence and Membership Teams

**Columbus, Ohio**— Heating, Air-conditioning & Refrigeration Distributors International (HARDI) is pleased to announce the addition of two new employees, Joe Hartge, Data Analyst and Warren Patrick, Account Manager.

Under the Market Intelligence pillar, Hartge plays a key role in helping HARDI achieve its vision to provide economic analysis and forecasts that allow HARDI members to realize a competitive advantage. Hartge will join Tim Fisher, Team Leader of Market Intelligence and Brian Loftus, Market Research & Benchmarking Analyst and will play an integral part in supporting HARDI’s Market Intelligence services, including the research and econometric analysis essential to delivering insightful industry forecasts.

*“Joe is incredibly bright as has the necessary pedigree to help Market Intelligence support the needs of HARDI members. He also shares our team’s vision for how to grow Market Intelligence, and will be integral to our efforts moving forward”* says Tim Fisher, Team Leader of Market Intelligence

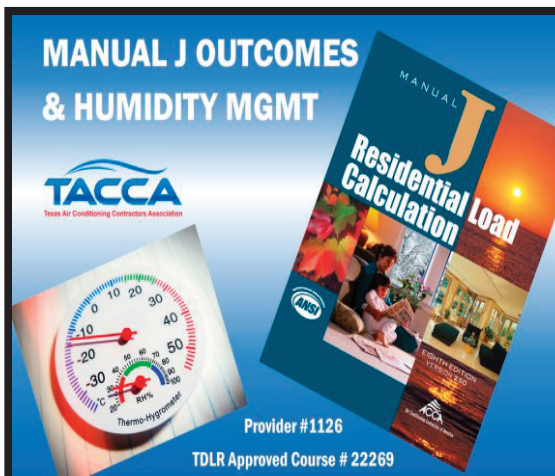
Hartge is currently pursuing his Master of Arts in Economics at The Ohio State University and is an Eagle Scout.

Patrick joins HARDI’s membership team as an Account Manager, assisting HARDI members in capitalizing on the products and services HARDI offers. With previous experience in managing and supporting accounts in different industries, Patrick brings added knowledge and passion to support current and prospective HARDI members. Patrick’s role will have a focus on HARDI’s wholesaler membership categories.

*“Warren is an excellent addition to the team. He not only brings previous experience establishing and cultivating valuable relationships, but also is a great team player and collaborator,”* says Director of Marketing and Sales, Chris DeBoer. *“I look forward to Warren meeting and connecting with our members very soon.”*

Patrick is an avid Columbus Blue Jackets fan and co-runs The CBJ Artillery fan group and podcast.

Patrick takes on the Account Manager role following Sarah Jilbert.



## Quality TDLR-Approved CE for ACR License Renewal

TDLR Provider #1126

This 8-hour course was developed around top requested topics from class participants.

*TACCA has established Health Protocols for classes that must be followed for the health and safety of our instructors and participants.*

### FREE for TACCA Members!

Oct 3—Denton  
Oct 3—Harlingen  
Oct 17—Houston  
Oct 17—Hurst  
Oct 24—Burleson  
Nov 7—Waco  
Nov 14—Hurst  
Nov 14—Lufkin  
Nov 14—San Antonio  
Nov 21—Houston  
Dec 5—Beaumont  
Dec 5—Lubbock

### Online Continuing Education

TACCA Members  
Now \$45 ~~\$49~~

Industry Partners  
\$59

[www.TACCA.org](http://www.TACCA.org)

### Manual J Outcomes & Humidity Mgmt #22269

#### Expectations from Manual J

- ◆ Envelope, sensible and latent loads
- ◆ Overhangs and windows
- ◆ Insulation

#### Managing Humidity

- ◆ Components of humidity
- ◆ What influences humidity level in a building
- ◆ Slabs and crawlspaces

#### Tools for Successful Business

TDLR laws and rules (required one hour)

*NOTE: This course covers Manual J theory, not calculations*



REGISTER AT  
[WWW.TACCA.ORG](http://WWW.TACCA.ORG)

CALENDAR OF EVENTS

				OCTOBER 2020 TRAINING CALENDAR		
For info call Juan Villela at 210-829-1934 Ext. 155 - or email to: <a href="mailto:juan.villela@johnstonesupply.com">juan.villela@johnstonesupply.com</a>						
Broadway - 9311 Broadway Suite 200 210-829-1934 / <u>Alamo Downs</u> - 6900 Alamo Downs Ste. 140 210-680-6500						
DATE	DAY	TIME	LOCATION	CLASS	CLASS CODE	Price
1-Oct	Th	5:00pm - 7:30pm	Broadway	<b>External Static Pressure - You've Got To Get The Airflow Right</b>	605-143	\$40
3-Oct	Sa	8:30am - 5:00pm	Broadway	<b>TDLR License Renewal CE - Upcoming Industry Changes</b>	605-115	\$125
6-Oct	Tu	9:00am - 11:30am	Broadway	<b>Amana / Liberty AVXC20 Inverter Installation &amp; Startup</b>	605-162	\$40
8-Oct	Th	8:00am - 10:30am	Broadway	<b>Commercial Refrigeration Cycle &amp; Component ID</b>	605-128	\$40
Oct. 13	Tu	9:00am - 11:30am	Broadway	<b>Amana / Liberty AVXC20 Inverter Service &amp; Diagnostics</b>	605-162	\$40
15-Oct	Th	8:00am - 4:00pm	Broadway	<b>ESCO EPA Review &amp; Exam</b>	605-101	\$165
15-Oct	Th	2:00am - 4:00pm	Broadway	<b>ESCO EPA Exam Only</b>	605-102	\$90
20-Oct	Tu	8:00am - 12:00pm	Broadway	<b>BPI - Infiltration and Duct Leakage Certification Training</b>	605-105	FREE
20-Oct	Tu	1:00pm - 4:30pm	Broadway	<b>BPI - Infiltration and Duct Leakage Certification Exams</b>	605-107	\$450
21-Oct	W	8:30am - last exam	Broadway	<b>BPI - I &amp; DL Certification Exams ( as needed )</b>	605-107	\$450
22-Oct	Th	8:30am - 4:30pm	Broadway	<b>Wrightsoft 2-day - Right Suite Manual J,D &amp; S Training - 1</b>	605-107	\$325
23-Oct	F	8:30am - 4:30pm	Broadway	<b>Wrightsoft 2-day - Right Suite Manual J,D &amp; S Training - 2</b>	605-107	incl.
Oct. 27	Tu	9:00am - 11:30am	Broadway	<b>Goodman/ Liberty 80% Gas Furnace Operation Overview</b>	605-164	\$40
Oct. 29	Th	8:30am- 10:30am	Broadway	<b>Goodman / Liberty Air Handler - Electric Heat Overview</b>	605-164	\$40
<b>UNTIL FURTHER NOTICE:</b> 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.						

### We Can Help You Pass the ACR License Exam the First Time

Fewer than 4 out of 10 people pass the Texas Air Conditioning and Refrigeration Contractors Exam. Our time-tested prep course, taught by qualified instructors, nearly doubles your potential to pass. We can't guarantee you will pass (no company can), but you don't have time to take a test like this twice. Let us show you proven strategies you can use to help you pass the exam the FIRST time!

\$475 TACCA Member

\$575 Non-member

Discounted book package with class registration.

Oct 9-10 D/FW Area

Oct 24-25 San Antonio

Nov 21-22 Austin


Dec 12-13 Houston

Jan 9-10, 2021—San Ant.

All 2-day classes

8am—5pm

Limited seating  
Register early!




Texas Air Conditioning Contractors Association

education@tacca.org

800/998-HVAC(4822)

www.tacca.org

 **JOHNSTONE HOUSTON  
IN-HOUSE TRAINING DATES**

Join us for our in-house fall training classes. We will have a variety of classes including Residential and Commercial to select from. Training classes will be webinar based with hands-on laboratory time.

Category	Topic	Class Number	Dates
Residential: Air Conditioning	Phasing of Indoor and Outdoor Communicating Controls	TR-1001	10/1/2020
Commercial: SSE	MAP Gateway Setup and Use	TR-1006	10/6/2020
Residential: Gas Furnaces	Sequence of Operation	TR-1008	10/8/2020
Commercial: SSE	Board Configuration	TR-1013	10/13/2020
Residential: Gas Furnaces	Gas Side Setup	TR-1015	10/15/2020
Residential: Gas Furnaces	Air Side Setup	TR-1022	10/22/2020
Residential: Gas Furnaces	Field Wiring	TR-1105	11/5/2020
Residential: Gas Furnaces	Furnace Component Diagnosis	TR-1112	11/12/2020
Residential: Heat Pumps	Heat Mode Charging	TR-1119	11/19/2020
Residential: Heat Pumps	Highlights: Modulating Heat Pump	TR-1203	12/3/2020
Residential: Heat Pumps	Highlights: Variable Speed Heat Pump	TR-1210	12/10/2020
Residential: Heat Pumps	Field Wiring	TR-1217	12/17/2020
Commercial: SSE, Airflow	IntelliSpeed Airflow Configuration	TR-1222	12/22/2020
Residential: Accessories	Heat Kits: Single and Two-Stage	TR-0107	1/7/2021

**CLASS INFORMATION:**

- Must pre-register.
- Price per person is \$20.00 for each class.
- All classes will be from 10:00 a.m. - 12:00 p.m.\*\*
- 2120 Shepherd Dr, Houston, TX 77007 Please park in the back of the building.
- For more information, please contact the Marketing Department: [marketing@johnstonesupply39.com](mailto:marketing@johnstonesupply39.com) or call (713)-868-8967

\*\*Time is subject to change

**COVID-19 RELATED REQUIREMENTS:**

- Stay home if you're sick, coughing, sneezing or running a fever.
- Attendees are required to wear a mask at all times.
- Temperature check will be conducted before entering the building.
- Hand sanitizer will be available.
- Social distancing will be maintained at all times.
- Each class is limited to 10 attendees.
- Air purifier will be operating in the training & laboratory room.

You can register online at [www.JohnstoneSupply.com/39](http://www.JohnstoneSupply.com/39)



## CALENDAR OF EVENTS

### Insco's October Events Schedule

#### Training from Insco Academy

Insco Academy offers some of the best training available in the HVAC/R industry. With over 100 years of experience, we provide hands-on instruction at our state-of-the-art training facilities located in Houston, Grapevine & San Antonio. We are also offering FREE Online training for your convenience! Most courses offer CE credits and our goal is to provide the needed skills and expertise to help our customers thrive in this evolving and competitive industry. Visit: [insco.com/training](http://insco.com/training) to see the complete schedule of classes.

Tuesday, October 13th – Ruud Control Wiring 101 Webinar from 10am – 11pm | FREE

Friday, October 16th - EcoNet Technician Webinar from 10AM – 11AM | FREE

Tuesday, October 20th - Ruud Renaissance Commercial Training located at our San Antonio Training Facility. From 8AM – 12PM | \$50

Tuesday, October 20th - Ruud Gas Furnace and Air Handler Class located at our Grapevine Training Facility. From 7AM – 9AM | \$25

Wednesday, October 21st - Ruud Gas Furnace, AC, HP and Air Handler Class located at our San Antonio Training Facility. From 8AM – 12PM | \$50

Thursday, October 22nd - Ruud Control Wiring 101 Webinar from 10AM – 11AM | FREE

Friday, October 23rd - EcoNet Controls Webinar from 10AM – 11AM | FREE

Tuesday, October 27th - Ruud Inverter Zoning located at our San Antonio Training Facility. From 8AM – 12PM | \$50

Tuesday, October 27th - Ruud AC/ Heat Pump located at our Grapevine Training Facility. From 7AM – 9AM | \$25

Thursday, October 29th - Ruud Renaissance Commercial Training located at our Grapevine Training Facility. From 8AM – 12PM | \$50

Friday, October 30th - Inverter Sales 101 Webinar from 10AM – 11AM | Free

### AHR Expo Releases Update for 2021 Show Planning

Original dates of January 25-27, 2021 have been officially postponed; March 15-17, 2021 continues to be considered with a final decision expected by October 15, 2020

Westport, Conn – AHR Expo Show Management today announced the postponement of the original planned Show dates of January 25-27 for the 2021 AHR Expo in Chicago. Both McCormick Place and Choose Chicago, an organization dedicated to bringing visitors to Chicago, recognize how vital the Show is to the city and have offered Show Management the dates of March 15-17, 2021 to host the HVACR industry. In a survey conducted by AHR Expo, the proposed move to March is preferred by nearly 80% of exhibitors and attendees. The decision to postpone the original planned January dates was difficult, however, the AHR Expo, ASHRAE and AHRI are encouraged about hosting a live event in March and continue to explore feasibility. A final decision will be announced no later than October 15, 2020.

“We continue to exhaust all possibilities that will allow us to host a safe and successful event for all industry stakeholders,” said Mark Stevens, Show Manager. “But we have to take into account that there are barriers for allowances within the state of Illinois and the city of Chicago that we cannot control. We remain cautiously optimistic that we can meet together in Chicago in March.”

In consideration of the significant planning and preparation required to participate in the Show, AHR Expo Show Management, along with co-sponsors ASHRAE and AHRI, will make the final determination and announcement on or before October 15th. While six months remain between now and March, a decision to make a final call well in advance will allow both exhibitors and attendees to more easily plan.

Throughout the spring and summer, countless meetings have been held to explore all possible avenues in order to produce a safe and successful Show in Chicago. In partnership with Show co-sponsors and the advisory committee, Show Management has been in close contact with McCormick Place, the city of Chicago, Show vendors, and other officials to provide the best guidance to host the event. These meetings will continue throughout the month as all options are considered.

“All of us in the industry understand the vital role HVACR plays in the world. We at AHR Expo know the importance of the Show in providing a unique environment where members of the HVACR community can congregate to learn, share, and grow as professionals while experiencing all that’s new in the industry,” continued Stevens. “I think we all understand the challenges this year has presented thus far, and while HVACR has emerged as a primary player in how we can hope to combat COVID-19 and other pandemic threats of the future, there are safety, governmental, and practical considerations that have to be taken into account.”

Show Management will continue to follow updates within the state of Illinois, the Governor’s office, as well as the CDC and other advisory councils.

**ABOUT THE AHR EXPO** *The AHR Expo is the world’s premier HVACR event, attracting the most comprehensive gathering of industry professionals from around the globe each year. The Show provides a unique forum where manufacturers of all sizes and specialties, whether a major industry brand or innovative start-up, can come together to share ideas and showcase the future of HVACR technology under one roof. Since 1930, the AHR Expo has remained the industry’s best place for OEMs, engineers, contractors, facility operators, architects, educators and other industry professionals to explore the latest trends and applications and to cultivate mutually beneficial business relationships. For more information, visit [ahrexpo.com](http://ahrexpo.com) and follow @ahrexpo on Twitter.*

#### CONTINUING EDUCATION

##### LIVE OR ONLINE



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TDLR Provider #1142



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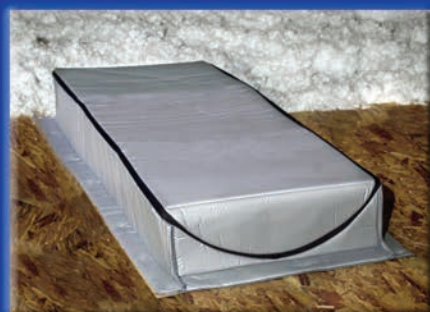
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**Needs only 27" x 19" Floor Space**

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- Stops Air Infiltration year round
- Make **\$100.00** profit per install



*Always get the best!*



**Sold at your local distributor!**  
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The spotlight



Steven Scarbrough has been named senior vice president and general manager of Air Conditioning Technologies for LG Electronics USA



RGF® Environmental Group Announces the Hiring of James Marsden, PhD as the Executive Director of Science and Technology



Air Pros USA announced the appointment of Steve Weber as its National Director of Operations

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

TACCA Greater San Antonio Fishing Tournament

TACCA Greater San Antonio held their Fishing Tournament at Doc's in Corpus Christi TX on September 18-19.  
The annual event was SOLD OUT and included a Captain's mixer, Lunch, Awards and Prizes.



1st Heavy Redfish-Insco Distributing



1st Heavy Trout-Johnson Controls



1st Spot Pot-Comfort Air



1st Heavy Stringer-Beyer Mechanical





# Focus

## CASTILLO TRAINING

### •TDLR 8 HR CE CLASSES•

Please call the office or  
check website for Saturday classes.

**Stay Home and be Safe.**

TDLR No. 1362 Class No. 22872

### •Load Calculation Workshop• TBA

### •Compressor Workshop• TBA

### • LICENSE PREP CLASSES•

### •EPA Exams• 1st Friday of the month

### •NATE Exams•

Phone: (210) 828-0234

[silverfox0001@earthlink.net](mailto:silverfox0001@earthlink.net) [www.castillotraining.com](http://www.castillotraining.com)

## FROM SEARCO™: "REQUEST THE BEST! BETTER PRODUCTS. BETTER RESULTS!"

**1. Bulls Eye (BE1) Universal waterproof Freeze-Stat** Goes on suction line at condenser to prevent freezing of A/C system. Wire leads included.



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

PURCHASE at Barsco, TruStar Supply,  
OR OTHER QUALITY HVAC HOUSES.

Always use with time delay relay to  
prevent short cycling.

**2. FREE:** Excerpt page from my book (*A/C Made Simple and Practical*): **MJEZ** (Manual J EZ) form to quickly get a rough estimate of heat load. Send your email address and I'll email it to you.

**3. FREE:** How to make your own HURRICANE PIPE STANDS and how they are far superior to anything holding condensing lines on a roof presently. My invention. Send your email address and I'll email it to you.

**4. FREE:** From my book: Wiring diagram that will show you EXACTLY how to wire most common simple unit's control wiring and high voltage wiring. Send your email address and I'll email it to you.

**5. FreonLock™ (FL1) "THINKING OUTSIDE THE CAP".** Goes OVER the existing cap. For MAXIMUM reduction of liability. **THESE ARE SUPER HIGH QUALITY.**



\*PREVENT UNAUTHORIZED ACCESS.  
\*ALL STAINLESS STEEL.  
\*20 YEAR WARRANTY.  
\*PREVENT HUFFING, VANDALS, & STEALING.  
\*DECREASE INSURANCE LIABILITY.  
\*WILL NOT CORRODE IN SALT ENVIRONMENT

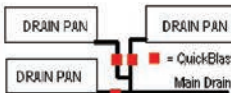
If you want locks that will actually **STOP someone from getting into the system**, get ours. If you are just trying to meet minimum code guidelines, get the cheap plastic ones that can be easily ripped off or opened with a common tool (Allen wrench, etc.). Lawyers will love those when litigating.

### 6. QB1: My product

It is superior and works far better than other blow out valves. I was first to invent the concept and product for condensate lines.



QUICK BLAST BLOW OUT VALVE. MY ORIGINAL INVENTION: ALL OTHERS ARE JUST COPIES!



BUY AT MOST QUALITY SUPPLY HOUSES! Request the best!

**7. Gallo gun brass Adapter:** Gallo gun or air gun to gauge hose direct coupling. For QB1 or any other type of blowout valve.



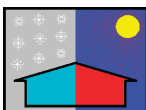
For questions or comments: [mikesears061@gmail.com](mailto:mikesears061@gmail.com)

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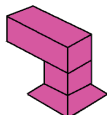
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