



## TACCA Greater Houston Fishing Tournament



Pictures on page B5.

## Brad Trouard Retirement Party at Solar Supply



Pictures on page B8.

## Mitsubishi Electric Trane HVAC US Collaborates with Credit Human Federal Credit Union on 200,000-square-foot Headquarters

*San Antonio project sets new benchmarks for efficiency, comfort and sustainability*

**Suwanee, Ga.** – The Credit Human Federal Credit Union headquarters, San Antonio, Texas, sets a new standard for sustainable building design. A collaboration between Mitsubishi Electric Trane HVAC US LLC (METUS), a leading supplier of Ductless and Ducted Mini-split and Variable Refrigerant Flow (VRF) heat-pump and air-conditioning systems, and Credit Human, the building achieves ambitious goals for reduced energy consumption, water conservation and lowered carbon emissions.

In keeping with Credit Human's core values, Steve Hennigan, CEO, aimed to demonstrate how good stewardship of financial and environmental resources goes hand in hand. The Credit Human project team and METUS worked together to design a Mitsubishi Electric CITY MULTI® water-source VRF system with approximately 900 tons of capacity, supported by 152 ground-linked wells, to heat and cool the new headquarters.

"One of the things that most people don't understand about this area of the country [Texas] is that water is a big deal," says Hennigan when discussing the decision to go with a ground-linked water-source VRF system. "Cooling towers use lots of water, so by going with a ground-source system [from Mitsubishi Electric], we went from the design possibility of having [needing] six cooling towers to only two. That decision alone reduced our water consumption by more than one million gallons of potable water per year."

All-electric VRF heat-pump and heat-recovery systems from METUS provide energy-efficient,



high-performance heating and air conditioning to commercial spaces of all sizes and functions, including Credit Human. The zoning technology has earned the attention of environmental stewards and business leaders by delivering value and helping improve operating costs while maximizing sustainability and occupant comfort.

"We were thrilled to work with Credit Human on this project," says Kimberly Llewellyn, senior project manager of emerging markets, Mitsubishi Electric Trane HVAC US LLC. "This was an excellent opportunity to demonstrate how our VRF solutions can be customized and deliver incredible modern and efficient heating and cooling."

Efficiency makes business sense.

High standards for efficiency, sustainability and wellness made the Credit Human building a complex, multi-faceted undertaking for the project team. Still, the facility has already delivered a significant return on investment. Credit Human saw a 91 percent reduction in utilities and

carbon emissions and an 85 percent reduction in water usage compared to the former Credit Human building. "We built a project that should last 100 years or more," said Hennigan.

"Every new construction building brought into existence is going to be operating and probably not renovated for another thirty, forty or fifty years," said Llewellyn. "Think about what we want from our next generation of buildings. We want energy-efficient, comfortable, and healthy buildings that are less susceptible to unforeseen weather events, changes in energy prices or water supply issues because they use less of these resources. These resilient buildings will be best positioned to thrive in the future."

As builders and building owners realize the benefits of Mitsubishi Electric VRF technology, including sustainability, durability, efficiency, comfort control, improved IAQ and reduced lifecycle costs, expect more projects to follow Credit Human's lead.

"I just thought this was an amazing project," said Hennigan in closing. "This team was amazing, the vision was amazing, as were all of the people coming together to work on this... the results of what we've created are amazing, and we get to live here."

To learn more about the Credit Human headquarters and view videos with insights from the project team, visit the Case Study page on MitsubishiComfort.com.

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# Rotobrush Launches Revolutionary Air Duct Cleaning Machine

*The new product features increased power and next generation smart technology*

Grapevine, Texas— Rotobrush® International LLC, a global market leader in providing indoor air quality solutions, announces the launch of a completely new air duct cleaning machine. The all new BrushBeast™ DR features next generation smart technology, more vacuum power, and more control while maintaining the same portability and ease of use that is known with the Rotobrush brand.

“The revolutionary new technology that the BrushBeast DR features is taking air duct cleaning to the next level,” said Bob Elledge, President and CEO of Rotobrush International. “Rotobrush is always looking to improve our products. We want to design equipment that not only is portable and powerful, but also

is easier to operate. We have accomplished that with the BrushBeast DR.”

The BrushBeast DR (Drive) is equipped with smart, patent-pending technology. Featuring a newly designed direct drive system which has eliminated the need for pulleys. The brushless motor provides significantly higher efficiency, which also reduces costs and necessary labor for maintenance. It also helps to extend the life of the equipment and produces less heat and noise. The DR features four speed rotation settings ranging from 250 RPM to 500 RPM as well as an auto stop feature. The auto-stop feature will reduce tension and extra wear on drive cables. The speed settings allow the user to have more control over the machine

and the cleaning applications.

With the upgrade to a direct drive motor, we were able to decrease the power used by the drive motor in exchange for a 20% increase in vacuum power. When compared to the original BrushBeast, the BrushBeast DR produces 20% more vacuum power and 105% increase compared to the Rotobrush aiR+.

Visit [rotobrush.com](http://rotobrush.com) or call 800.535.3878 for more information on the entire Rotobrush line of indoor air quality solutions.



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# Modine Partners with Texas Airsystems to Expand Access to Airedale Product Line

*Leading HVAC manufacturer to empower contractors with variety of commercial HVAC solutions*

**Racine, Wis.** – Modine Manufacturing Company (NYSE: MOD), a leader in technology in the HVAC industry, is partnering with Texas AirSystems, a premier independent representative for commercial HVAC manufacturers, to expand access to the Airedale product line.

As part of the partnership, Airedale by Modine will be represented by Texas AirSystems in the Texas market while providing an array of HVAC solutions to potential clients.

“At Modine, we strive to revolutionize the HVAC industry by proactively offering new innovative solutions to meet the needs of our customers,” said Kimberly Raduenz, manager of strategic marketing for the IAQ division at Modine. “Equally as important as product development are the relationships built with the contractors we serve, and Texas AirSystems has built a reputation on building and maintaining strong partnerships that

provide tangible value.

“This new partnership with Texas AirSystems not only expands the reach and notoriety of our Airedale line, but it empowers contractors to confidently select the perfect match for their project from an array of solutions offered by Modine. It’s a win-win for everyone involved.”

Modine specializes in a variety of ventilation and heating solutions for diversified markets. With a focus on providing optimal HVAC services, the Airedale product line offers solutions ranging from the ClassMate® DX Cooling and Heat Pump to the Sentinel® Vertical Unit Ventilator.

Representing over 80 manufacturers, Texas AirSystems offers innovative systems with a flexibility of equipment and solutions to best match each application. Their team partners with industry professionals and end users to provide energy-

efficient, value-added solutions to complex projects.

“At Texas AirSystems, we work hard every day to build better partnerships. That’s the ultimate benefit we offer our manufacturers and customers – that we are always looking for ways to win for our partners,” said Al Amerson, executive vice president at Texas AirSystems. “Our new partnership with Airedale is going to make Texas AirSystems a better partner for the clients we serve across Texas. Their innovative comfort systems are designed to improve existing conditions bringing immense value to our customer partners.

“From elementary schools to higher education, educators trust Airedale to provide optimal learning environments with responsible energy consumption. That ideal combination provides our customer partners in the K-12 vertical market with clean, temperature-controlled air for a safer and more productive place to learn.”

To learn more about Modine HVAC solutions, please visit <https://www.modinehvac.com/>.

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## Product News

### Carrier Introduces Next Generation Indoor Ductless Air Handler System

**Indianapolis** —Carrier announced the next generation of #2023Ready 40MBAB heat pump air handler. Available in sizes 18K through 60K, these new systems feature improved performance and serviceability enhancements. As part of this launch, Carrier is also pleased to introduce a new 38MARBQ outdoor unit, and a new 38MBRCQ light commercial outdoor lineup with three units. Carrier is part of Carrier Global Corporation (NYSE: CARR), the leading global provider of healthy, safe, sustainable and intelligent building and cold chain solutions.

“We’re pleased to introduce the next generation ductless air handler system to meet the growing need for high efficiency heat pumps in North America,” said Paul Rebelo, Managing Director, NA Ductless & VRF, Carrier. “Carrier is committed to developing new product lines with innovative features and improved installation and serviceability for our technicians.”

The new 40MBAB heat pump air handler’s unique features include Carrier’s patented welded-aluminum coils, wired and wireless remote-control capability, third-party thermostat compatibility, five-operating modes and quiet indoor operation. The 40MBAB has better serviceability including four-way installation, easy maintenance and new, easier to install electric heater options. Additionally, the 40MBAB has expanded multizone compatibility, with sizes 18K through 36K now being multizone compatible.

This new lineup will be available in warehouses in August 2022.

To learn more about Carrier’s full heating and cooling solutions lineup, please visit: <https://www.carrier.com/residential/>





## Emerson Marks 200 Million Copeland™ Scroll Compressor Installations

*100 years of Copeland technology innovation continues to advance efficiency gains and lower GWP refrigerant adoption*

**Sidney, Ohio** – Emerson (NYSE: EMR) announced it has achieved 200 million Copeland™ compressor installations worldwide, a milestone that comes as the company concludes its 100th-anniversary celebration of the Copeland brand and as more industry regulatory deadlines continue to drive new product innovations.

Recent additions to Emerson's compressor portfolio to help meet efficiency and lower GWP refrigerant requirements include the Copeland ZPK7 and Copeland ZPKZ scroll compressors for residential and commercial air conditioning applications. The ZPK7 and ZPKZ are the latest next-generation scroll compressors in the brand's 100-year history. Other recent additions include the Copeland ZPSK7 two-stage scroll compressor for residential and light commercial air conditioning applications; an expanding CO2 compressor product line for commercial refrigeration applications; advancements in R-290 compressor technology; and A2L-qualified compressors,

condensing units and components.

"Lower GWP options, a heightened focus on sustainable solutions and higher efficiency requirements continue to drive product development," said John Schneider, president, HVACR Technologies Americas, Emerson. "Having 200 million Copeland compressors installed worldwide signifies an important achievement for the Copeland brand and reinforces the roles of reliability and efficiency in compressor preference for OEMs, contractors, technicians and end-users as they work to achieve regulatory compliance and sustainability goals."

The Copeland brand's legacy of reliability and inventiveness continues to serve as the foundation for regulation-ready, next-generation compression technology. The new ZPKZ, ZPK7 and ZPSK7 scroll compressor platforms are Emerson's most efficient fixed-speed and two-stage compressors to date, developed to help meet the upcoming 2023 Department of Energy (DOE) higher-efficiency minimums. They are

currently available with R-410A refrigerant compatibility and will have versions optimized for the next generation of lower GWP A2L refrigerants.

Copeland CO2 compressors transfer the high efficiency inherent in the Copeland scroll design to transcritical and subcritical CO2 refrigeration system designs. As regulations and sustainability goals drive broader adoption of the environmentally friendly CO2 refrigerant, Emerson continues to broaden its compressor portfolio and develop innovative Copeland commercial refrigeration offerings that simplify the application of CO2 systems.

Nearing the end of its 100th-anniversary celebration of the Copeland brand, Emerson extends its focus on rigorous product testing and extensive research. The company continues to offer reliable, high-efficiency and lower-GWP refrigerant solutions to support manufacturers' needs to redesign their systems to meet efficiency and refrigerant regulations. For more information, visit [Climate.Emerson.com](https://Climate.Emerson.com).



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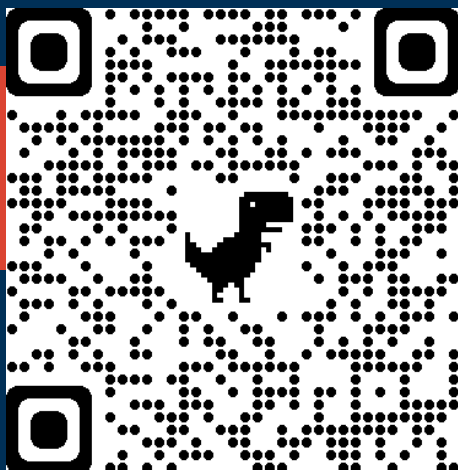
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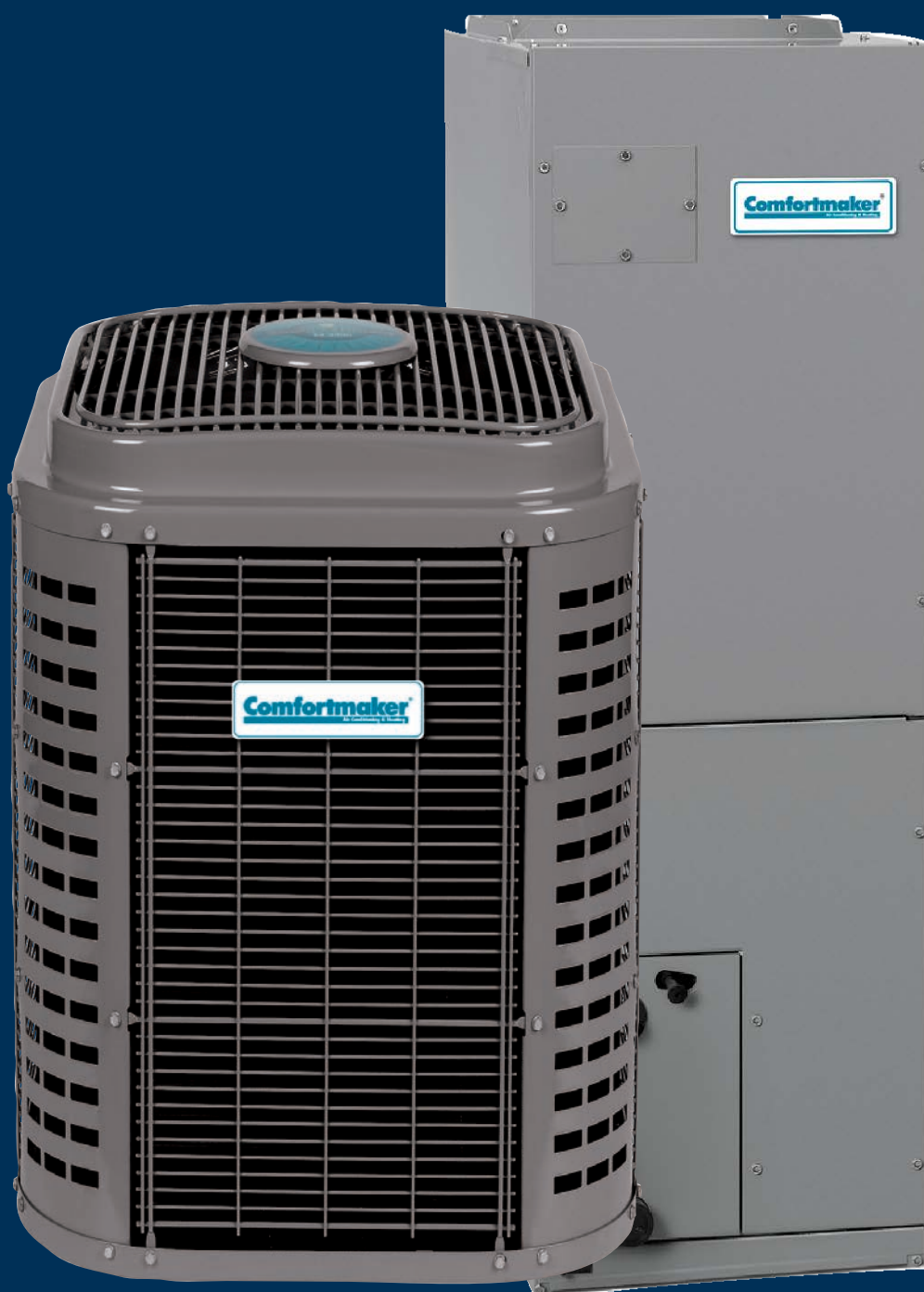
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# HVAC Industry Players Work Together for a Good Cause

## JB Warranties, CRS, and Shearer Supply help an employee in need

**Argyle, Texas-** JB Warranties, recently honored as one of Inc. magazine's Best Workplaces, has teamed up with a local contractor and distributor to support team member, Natalie Richburg, demonstrating one of the reasons the company earned a spot on the best workplaces list.

Mrs. Richburg, a tenured JB Warranties customer service representative, and her husband, a U.S. Army veteran and combat medic, recently purchased a home "as is" due to the competitive nature of the real estate market. Unfortunately, shortly after moving in, the couple's air conditioning unit quit working. The situation became more challenging for the family when Mrs. Richburg's father received a cancer diagnosis and plans were made for him to be moved into the residence to begin chemotherapy.

After learning of an employee's difficult situation, the JB Warranties' leadership team was compelled to find a way to help.

Jeff Bohannon reached out to Brandon Smith, a family friend and owner of Commercial Residential Services (CRS) in Lewisville, to see if there was anything he could do to help the Richburgs. Mr. Smith decided to call on Shearer Supply, to assist. As a result, JB Warranties, CRS, and Shearer Supply worked together to supply the Richburg's with a new AC system.

Brandon Smith has this to say, "I've been a family friend

and customer of JB Warranties long enough to have interacted with Natalie dozens of times. She's a great person and has always been a tremendous help to us, all of us at CRS hate to see her and her family going through a tough time. When I got the call from Jeff, I knew we had to do whatever it took to help. We hope our small contribution can help ease the burden for them while they fight through this."

Shearer Supply, one of the top HVAC distributors in North America, is a family-owned company headquartered in the DFW metroplex and is a partner of CRS and JB Warranties. When the request was sent out for help, the Shearer family immediately joined the effort, graciously providing a top-of-the-line American Standard air conditioning system for the Richburgs.

"The Shearer Supply family is grateful for the blessing of being able to help Mrs. Richburg and her family. We appreciate JB Warranties including us in this opportunity to assist a friend in the industry." – Michelle Shearer-Rodriguez

Ms. Richburg shared, "I am very grateful for my JB Family, CRS, and Shearer Supply for my family. We can't express enough what this means to us. My family is going through a very hard time right now with my father being very sick and knowing that we have people in our life that truly cares about us makes us truly grateful. I am very blessed to work for such a caring company and I am very proud to be a



*HVAC Industry players came together to support the Richburg family*

part of the JB Family."

JB Warranties' CEO Jeff Bohannon said, "JB Warranties is a place employees care about because we're a company that cares about its people. If we have a team member who is struggling, we take steps to assist that individual to the best of our abilities. After all, people spend a significant portion of their lives at work. As business leaders, one of the most important things we can do is make that time meaningful beyond just supplying a paycheck. I cannot thank the truly amazing people at Shearer Supply enough and our dear friend Brandon Smith at CRS for helping one of our own in a time of need. Thank you!"



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# It's On My Heart: Bill Porter 2, more of the story

As I indicated in last month's newsletter, here is part 2 of the Bill Porter story, illustrating some of the lessons learned by Shelly Brady as she worked with him for decades.

**Follow your passion.** Here are some highlights in Bill's life, told by Shelly.

• On his 66th birthday he received an achievement award from the National Council on Communicative Disorders, based on the history he had selling Watkins products.

• Bill and Shelly spoke to 7600 of the best insurance sales reps from 56 countries, got a standing ovation.

• 20/20 did a segment highlighting his life and how he overcame obstacles in his path.

• Shelly got the call from William H. Macy's assistant telling her that they wanted to fly to

Portland Oregon to meet Bill personally before filming his story.

• Shelly tells of relaxing at a pool in Palm Springs after another speech her and Bill gave to a packed convention crowd.

In every one of these moments Shelly asks, it this the moment Bill had dreamed of all his life? He would say no. When asked that question, that moment came when Bill would knock on a door of a home that had told him to never come back, no, not ever. And the 4th or 5th time they finally open the door to listen. Then the 9th or 10th visit they take a catalogue. Shortly after, they buy a bottle of vanilla, maybe just that one bottle. **That is the moment he had dreamed of his whole life.**

Another lesson: **It doesn't matter how you**

**got here, only where you are going.** Bill was born September 9, 1932. By the age of 5 his mother realized he needed help, their doctor diagnosed cerebral palsy, possibly caused by forceps that were needed during his birth. His dad quit a well-paying job as a salesman, both he and his wife started working for the Berry School for handicapped children. Bill had a tough childhood and when his father passed he realized he needed a job that could produce an income to allow him to live independently. He applied to Watkins to do door-to-door sales. The interviewer was brutal, asked him how he thought he could possibly walk 8-10 miles daily, carrying a 30 pound sample case when he had trouble walking and he only had the use of one arm. Bill kept persisting,

they finally gave him a route in Portland filled with drug houses and people with no money.

He persevered, made the route work, sold lots of products and eventually got a better neighborhood to work.

**Mother knows best.** Bill's mom decided that her son would attend a regular high school, not a special needs school. Bill would find notes in his pockets: "persistence pays off" on a regular basis. At one point he was trying to interview the coach of the football team following a big victory, he kept getting pushed aside by other reporters. In his notepad he saw the note his mom had put in earlier, Persistence. He kept trying, got the interview, was featured in the next school paper.

**SEE HINSHAW PG.14**



## 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.

Jim Hinshaw, Vertical Market Manager, HVAC for Service Nation. Jim works with hvac and plumbing companies of all sizes, Service Nation has members from 2 man shops to several hundred. We help our members improve sales and profits offering employees a career path and strong financials, enabling owners to work on the business instead of in the business.

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Jim can be reached at [jhinshaw@servicenation.com](mailto:jhinshaw@servicenation.com) or cell: 602-369-8097.

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!"

[www.blurb.com/bookstore/detail/2223484](http://www.blurb.com/bookstore/detail/2223484) to check out the book – first 15 pages are free, sample before you buy!

For more info please contact [jhinshaw@SalesImprovementProfessionals.com](mailto:jhinshaw@SalesImprovementProfessionals.com), 18245 N. 66th Way, Phx, AZ, 85054; Office Phone: 970-635-5675; Cell Phone: 602-369-8097, or visit [www.siptraining.com](http://www.siptraining.com); or on Facebook: Sales Improvement Professionals, Inc



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**HINSHAW con't**

Bill had to get up early to dress himself, his mother would always help with buttons and shoe laces since he could not do them, he had to do everything up to that point before she got involved. She made sure his shirts were cleaned ironed, pants and coats were cleaned, he looked his best.

**Persistence pays off.** A few days after his graduation from high school, his mom said it was time to get a job. She felt he had to work toward supporting himself. He started going door-to-door selling various household products for United Cerebral Palsy, getting a small commission on sales. He soon became the top salesperson, but also realized he needed more than a few dollars a week to live on. He created his own sales brochure by cutting out photos from a mail order catalogue, buying items and adding a percentage to the sale for his work. He did that well, but by the 60s he realized he needed more than \$65/month to live on. His father had developed health problems and Bill understood he had to step up his game.

He stood in line at the unemployment office daily, had several jobs that didn't work out, his tremors and weak arm

made it hard to hold on to full time employment. He finally made a decision to start looking in the newspaper for a position that could support him, one he could grow and prosper at. He got an interview with Fuller Brush, but was turned down immediately. The next name on his list was Watkins products. He decided to face the usual objections head-on: I know I can sell, have been doing this all my life, give me a chance. They did, it was commission only, he had a start.

It was not much of a start; it was the worst territory in Portland. Most of the houses were unkept, steps falling, porches with holes, needing paint, windows broken, really depressing. He pushed on, days turned into weeks without sales, Bill thought he may need more product information, so he started reading up on the Watkins products. He was encouraged when he discovered they offer a 100% money back guarantee, even if you had used up to 25% of the product. No risk to the consumer.

He went out with renewed confidence; he found an apartment building that was in better shape but had locked entrances. He waited behind a

pillar, when a tenant went in he followed, went door to door. On the third floor he offered a lady a cleaning product with 100% satisfaction guarantee, she said, OK where do I sign? Persistence pays.

**Don't take no for an answer.** Bill doesn't hear "no" the way most salespeople do. To Bill no means it is OK to return at another time or it is OK to share another product at that time. When he began to sell on a regular basis in the worst territory in Portland, he realized he could do much better around his own home, a better neighborhood. He approached the sales manager, was told "no" the territory was someone else's. He went back a couple of weeks later, having done his research and said he understood Watkins did not assign territories, he had sold in this area earlier with the United Cerebral Palsy products. It would be like getting his old territory back. His manager said he would think about it. Bill knew he would get this territory soon. On the next visit he told the manager he would sell more Watkins products that anyone else ever had in that territory. It became his! Never take no for an answer.

*Come back next month for the Bill Porter 3.*

**Central Texas Pepco Warehouse Now Open**

***Pepco Sales & Marketing Opens New 26,000 sq. ft. Warehouse in San Marcos, TX***

**San Marcos, Texas** - This month, Pepco Sales & Marketing, the manufacturer's representative firm, is adding to its existing footprint in Texas with the opening of a newly constructed 26,000 square feet warehouse in San Marcos. Located at 1551 Clovis Barker Road, Suite 225, San Marcos, Texas 78666, this new facility will serve the Austin, San Antonio, and the Greater Central Texas Area.

This versatile brand-new warehouse will offer warehousing, order staging, will-call pick-up to regional customers, shipping and receiving, as well as a live-fire wet lab training room, conference space, office space and various other options for Pepco Sales & Marketing to provide even better service to HVAC/R, Plumbing, Irrigation, and Waterworks industry professionals.

Conveniently located near the IH-35 between Austin and San Antonio, this new warehouse operation in San Marcos is a most welcome announcement as the logistics industry continues to adapt to the impact of the pandemic and to actively respond to the ever-growing building industry in Texas.

Pepco Sales & Marketing is a manufacturer's representative firm specializing in the Plumbing, HVAC/R, Irrigation, and Waterworks segments in the construction industry. The company covers Texas, Oklahoma, New Mexico, Louisiana, and Arkansas with 3 warehouses strategically located across Texas.

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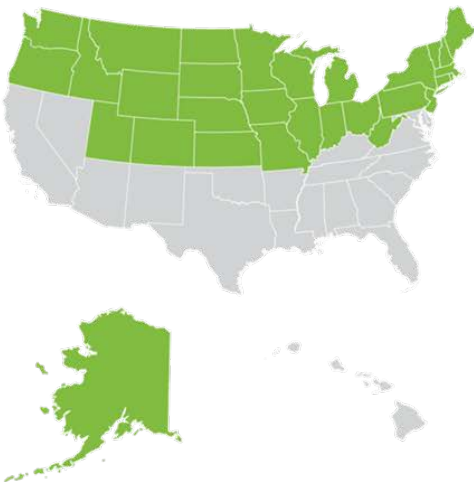


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MINIMUM EFFICIENCY FOR UNITS INSTALLED IN THIS REGION	
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Split Air Conditioners	14 SEER
	13.4 SEER2
Split System Heat Pumps	15 SEER, 8.8 HSPF
	14.3 SEER2, 7.5 HSPF2

IN THE SOUTHEAST



Units Installed After December 31, 2022

MINIMUM EFFICIENCY FOR UNITS INSTALLED IN THIS REGION	
45,000 BTUH OR LESS	
Split Air Conditioners	15 SEER
	14.3 SEER2
GREATER THAN 45,000 BTUH	
Split Air Conditioners	14.5 SEER
	13.8 SEER2
65,000 BTUH OR LESS	
Split System Heat Pumps	15 SEER, 8.8 HSPF
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Over the past 120 years, modern air conditioning – and the company born out of it – has fundamentally changed the way people live, work, learn and play. We helped give rise to the summer blockbuster. We kept travelers cool and comfortable on trains and ships. We fueled the skyward expansion of cities around the world, helped preserve history,

and enabled the start of the digital age. Air conditioning has facilitated the rise of the modern indoor environment: one that improves the health, productivity, and comfort of the people inside.

“At Carrier, we’re committed to developing heating and cooling solutions that improve the health and safety of consumers while reducing carbon emissions,” said Justin Keppy, President, NA Residential & Light Commercial HVAC, Carrier. “We look forward to building on 120 years of industry-leading innovation for a more sustainable future.”

Carrier’s forward-thinking solutions of today build on the ingenuity of Willis Carrier’s invention. We innovate to solve for some of the world’s greatest challenges, including climate change and public health. For example:

- As part of Carrier Global Corporation’s 2030 Environment, Social & Governance (ESG) Goals, we are targeting carbon neutrality across our operations and aiming to reduce our

customers’ carbon footprint by more than one gigaton.

- As COVID-19 shined a light on the criticality of public health, we launched our Healthy Buildings Program to provide healthier and safer indoor environments. Through products such as our Abound suite of connected solutions, our goal is to make indoor air “visible” – so good air quality becomes as important and expected as safe drinking water.

- Carrier invests in important research including the COGfx Study series, led by researchers from the Harvard T.H. Chan School of Public Health, that demonstrated better thinking and better health can be found inside healthier buildings with enhanced ventilation.

With 120 years to be proud of, we’re looking ahead to the next 120, as the innovation that changed everything is still changing the world. Learn more about Carrier’s legacy of innovation, as well as the complete history of modern air conditioning, at Carrier.com.

# ACCA Fights Against Tax Increases for Small Businesses





**Alexandria, VA-** The Air Conditioning Contractors of America (ACCA) joined 192 trade associations in opposing Congress’s latest efforts to raise taxes on small, individually, and family-owned businesses as part of the effort to enact a reconciliation bill in 2022.

The letter, signed by ACCA and numerous other trade associations, urges Congress to reject two proposed tax increases that would fall entirely on small businesses, like many ACCA member companies.

The first increase would expand the 3.8% Net Investment Income Tax (NIIT) to individuals and families who actively participate in their business. The second would limit the ability of small businesses to deduct their losses during an economic downturn by expanding and extending the “excess business loss limitation” for “noncorporate taxpayers.”

“These increases will do nothing but harm ACCA members that are small, individually, and family-owned businesses, as well as many others in the HVACR industry,” said Barton James, ACCA president and CEO. “ACCA will do everything we can to prevent these unfair tax increases and protect these essential businesses that are responsible for keeping our economy moving.”

*For more information about ACCA, please contact Natalie D’Apolito, ACCA communications coordinator, at [natalie.dapolito@acca.org](mailto:natalie.dapolito@acca.org) or (703) 824-8873.*



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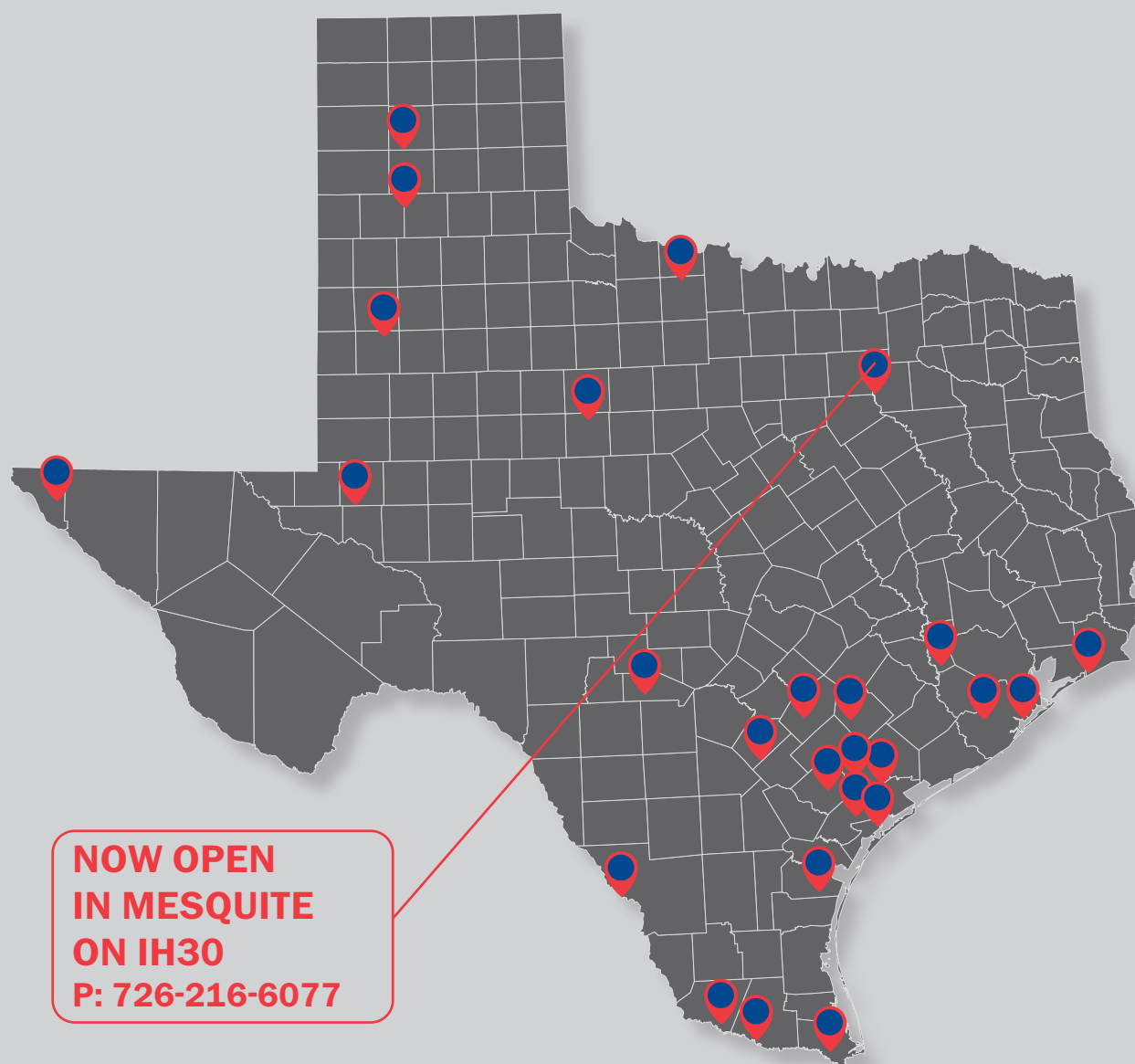
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# Good News, Bad News

In the September 2009 issue of *AC Today*, I ran an article that helped you calculate what your typical customer is worth. The number we came up with at that time was about \$48,000. Allowing for inflation, that figure is now easily \$50,000.

In this column, I want to share with you some market statistics about customer satisfaction and why that \$50,000 tattoo on the customer's forehead should get the attention of everyone in your company.

I'll start with a make-believe story. The sheriff for the county where I live is famous for being a tough, no-nonsense law enforcement official. His name is Joe Arpaio. His tough style rankles some folks, but he is doing a good job of keeping crime under control here in Phoenix, Arizona. He is famous for his "Tent City" where the inmates where

pink jump suits and get a bologna sandwich for lunch. Well, the story goes that the other day, Sheriff Joe called the inmates together in Tent City and spoke to them over the loud speaker. "Men, I have good news and bad news for you. Which do you want first?" The roar went up, "Give us the good news!" After the crowd settled down, Sheriff Joe said, "You all are going to get a change of underwear." Cheers and huzzahs! Sheriff Joe: "Now the bad news: you change with you, and you change with you, and...."

The data I am about to share with you comes from several sources, two of the main ones being Michael LeBoueff (marketing consultant) and Leonard Berry (Texas A&M University). Be prepared for some shocking numbers!

• **A typical business hears from only 4% of its**

**unhappy customers. The other 96% just quietly go away and 91% will never come back.**

Why do they leave? Research shows that 3% move away; 5% develop new friendships; 9% are stolen by competitors; 14% have a bad experience with the product or provider; and the other 69% say they changed who they do business with because of an attitude of indifference from the old provider! Attitude is everything, isn't it?

• **A typical unhappy customer will tell 8 to 10 people about his problem. One in five will tell 20.**

This statistic is a pre-internet statistic. I suspect it is much worse than this now, with such social beasts as Facebook, Twitter, Yelp, Angie's List, and other services, some good (like Angie's List), others terrible. The fact that today

a customer who is ticked off can log onto the internet and with his computer tell 50 million people about how lousy you are in only 5 minutes is something too man contractors are starting to grapple with, and often too late to save the situation. (Which tempts me to go off on a tangent about social media marketing... but I'll save that for a later column.)

• **For every complaint you receive, there are 288 people who hear about your lousy service!**

Put another way, for every customer who calls you to complain about how you did their job, 288 hear how bad you are from your unhappy customers. You need to learn how to embrace those complaint calls—they are pure gold when it comes to building your local image!

• **It takes 12 good service calls to make up for one screw-up.**

For a typical service department, that means a tech needs to do two full days of perfect service calls to undo the bad PR that one poor service call can generate.

But as bad as all this news is, there is a silver lining to this storm cloud. Here is some good news. Can you capitalize on it?

• **70% of complainers will do business with you again if you resolve the complaint in their favor. 95% will do business again if you resolve it on the spot.**

This is a two-edged sword. First, no one likes to get complaints, but when you do, how you handle them can spell success or doom for your business. It is usually best to cede ground and win the war than dig in and get outflanked by your competitors. Example: Mr. Starchy Breeches calls to bellyache about how much the bill was to replace his



Richard Harshaw

condensing unit fan motor (\$488.22, since you are on flat rate). What should you do? Ask Mr. SB what he thinks is fair. Don't offer to give him all his money back. He may not want that much. Ask him what is fair. Most of the time, they will say something, "Well, \$50 off would be a good start!" To which you could say, "\$50? Okay. Anything else?" And most of the time, Mr. SB will say that that would be enough. Try to find out why he was so upset, and then thank him and tell him you'll have a check in the mail to him that afternoon. \$50 spent to save a \$50,000 customer. Good investment, isn't it?

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• A satisfied complainer will tell 5 people about how you bowled them over.

It hardly makes up for the damage one jaded customer can cause, but it is better than nothing!

Yet that is not how we normally go to market. Consider this stunner:

• The average business spends six times more to attract new customers as it does to keep old ones.

The average business today spends over \$300 for a sale via leads! This tells me that most HVAC shops would balk at a \$50 write-off. And when that customer has \$50,000 tattooed on his forehead. Go figure!

So the lesson? Bust your back to deliver stunning service and when things don't go well, yield to the customer, because it's better to sacrifice a little ground and keep the \$50,000 customer than win the moral argument and chase your client to a competitor.

Agreed?

*This article is reprinted from the July 2011 Issue of AC Today. That may make these numbers low compared to today's prices, but the fundamentals are still very applicable.*

*If you have questions for Mr. Harshaw, send them to LLACKEY@AC-TODAY.COM*

**SPX Cooling Technologies' "Marley® Tour of the Century Road Show" to Showcase Evaporative Cooling Products in More than 30 States**

**Overland Park, Kan.** – SPX Cooling Technologies, Inc., a full-line, full-service industry leader in the design and manufacture of evaporative cooling towers and air-cooled heat exchangers, is bringing a literal 'truckload' of its products to more than 50 locations in 33 states across the U.S. As part of its 100-year celebration of Marley® cooling products, the "Marley Tour of the Century Road Show" offers an in-depth, in-person look at cooling technology, including the MH Element™ Fluid Cooler, the NC® Cooling Tower, control systems, components and more.

"This road show is a great way to engage with and show our customers the unique benefits our products can provide in their applications," explained JP Valiulis, VP & GM, Commercial HVAC Cooling Americas, SPX Cooling Technologies. "We're proud to share our legacy of cooling innovations and we're excited about the 'road' our company is traveling to advance our products for efficiency, sustainability and quality."

The Marley brand traces its history to the formation of the Power Plant Equipment



Company in Kansas City, Missouri in 1922. By the mid-1920's, founders L.T. Mart and Chester Smiley had patented new spray nozzles and spray pond inventions, and combined elements of their last names to identify these inventive products as the "Marley" brand. In 1928 the Marley Company was incorporated. The company was acquired by SPX Corporation in 2001 and today is known as SPX Cooling Technologies, Inc.

Two of SPX Cooling's most-interesting Marley cooling towers will be on display during the road show: the MH Element Fluid Cooler, a highly efficient closed-loop system

for both industrial and HVAC applications, and the flagship crossflow NC Cooling Tower, providing the highest single-cell cooling capacity, low drift rates and independently validated low sound levels.

"This is an excellent opportunity for our new or existing customers to get inside our products, really touch and feel them in real life," added Valiulis. "We've had a few exciting stops already and are looking forward to hearing more about each stop ahead."

The tour began on April 26, and will continue making stops into November. A map of all planned stops and dates is available at <https://spxcooling.com/road-show/>.

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10:30	Registration Opens	9:30-12:30	Sessions
12:00	Lunch/Keynote	12:30	Lunch/Session
2:00-5:30	Sessions		
5:30	Welcome Reception	**Exhibit times TBD for both days	
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# TACCA Greater Houston Fishing Tournament

TACCA Greater Houston held their Annual Fishing Tournament on July 15th at Topwater Grill in San Leon TX. The sold-out event was an early morning start time, with weigh-in at noon. There were awards and lunch included. TACCA-GH would like to thank SEER Partners Aces AC Supply, Lennox, Johnson Supply, Johnstone Supply, Robert Madden, Hunton Distribution and Century AC Supply.



1st Place INEOS- Ryan Storrier, Garrett Goodson and David Jattar



2nd Place Robert Madden- Steven Brante and Robert Whitaker



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## Johnson Controls Metasys 12.0 Release Delivers a Future-ready BAS with Enhanced Security and a Clear Path to Modernization

- Heightens IT security and integration with BACnet/SC compliance and MQTT support
- Next-Gen hardware facilitates quick troubleshooting to restore control
- Easily modernizes aging software for increased efficiency and savings

**Milwaukee** — Johnson Controls, the global leader for smart, healthy and sustainable buildings, has announced an update to Metasys, the company's industry-leading Building Automation System (BAS) that provides the foundation for fully optimized building management. Metasys' intuitive design integrates HVAC and non-HVAC systems into one platform for maximum operator efficiency.

The Metasys 12.0 release is designed for fast troubleshooting in the field, to maintain the latest IT security

and networking standards and to reduce installation time and costs. It also provides Metasys users with older software a significant opportunity to upgrade their systems.

"Metasys 12.0 builds on the proven automation and ease of use our customers expect from Metasys," said Bill Schwebel, vice president and general manager, Global Building Automation Systems and Controls. "Rigorously tested to ensure successful deployments and upgrades, we enhanced Metasys to streamline workflows and optimize

user efficiency. We also introduced BACnet/SC compliance, which is an updated industry interoperability standard we helped design, making it simple for customers to stay up-to-date with the latest IT security requirements."

### ***BACnet/SC Compliance and MQTT Support Enhances Networking / Improves System Security***

The Metasys 12.0 release improves system security by following the new BACnet Secure Connect (BACnet/SC) interoperability standard for current IT security protocols, helping to further secure communications among Metasys IP components. In addition, expanded FIPS 140-2 Level 1 compliance, a U.S. government security standard, ensures Metasys meets current government standards.

MQ Telemetry Transport (MQTT), a standard messaging protocol for the Internet of Things (IoT), is ideal for connecting remote devices with a small code footprint and minimal network bandwidth. Metasys 12.0 offers MQTT support for next-generation network engines to easily exchange Metasys data with popular IoT platforms and applications across the system.

### ***Next-Generation Hardware Optimizes System Performance***

Metasys 12.0 introduces an expanded line of next generation equipment controllers with onboard displays and keypads, including a new remote-mountable display assembly, so customers and technicians can quickly troubleshoot and restore control while near mechanical equipment.

### ***Easily Upgrade to the World-class Metasys Interface***

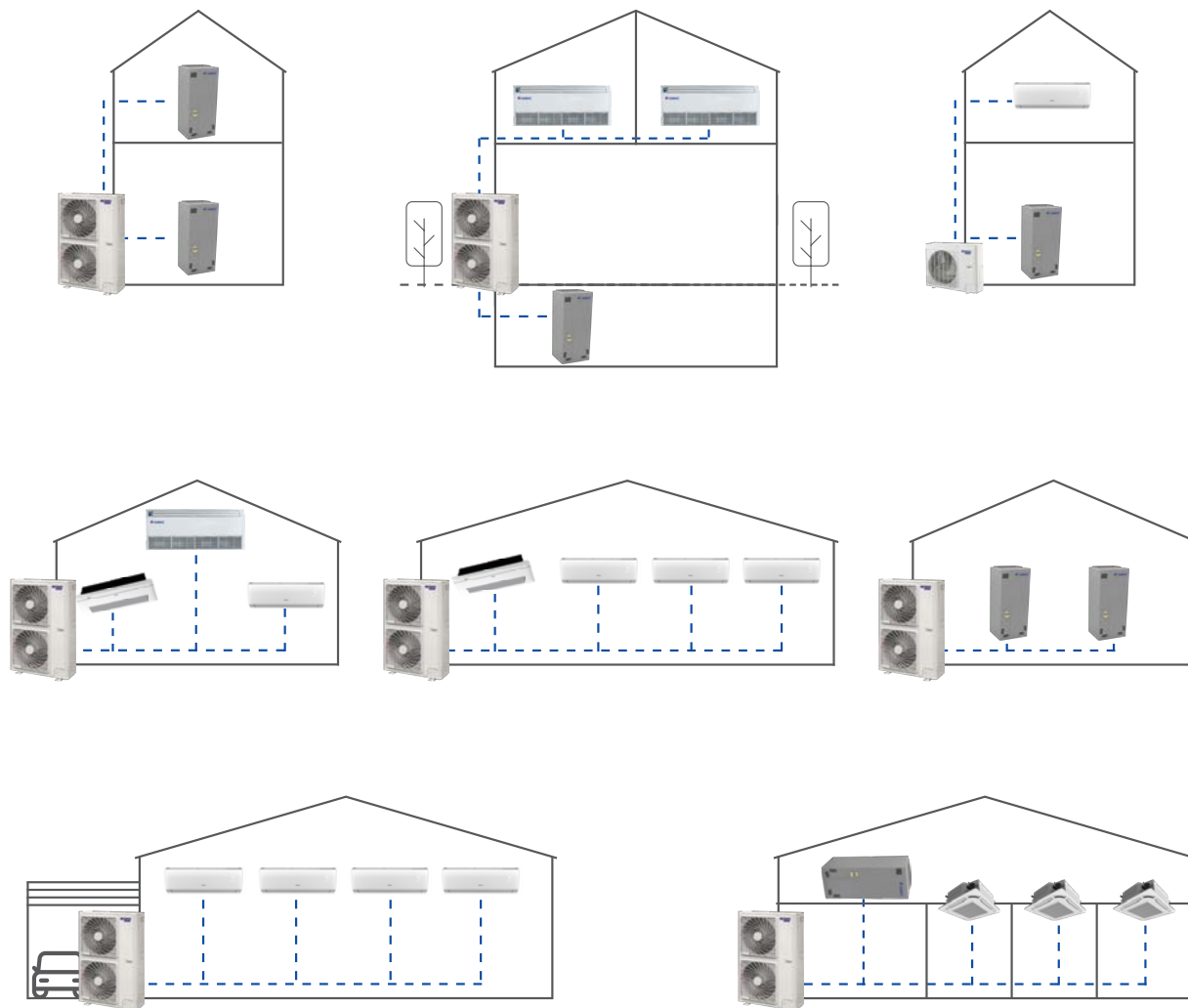
The Metasys Site Management Portal (SMP), released in 2003, like almost all technology from that time, is at the end of its useful life. The 12.0 release creates a compelling opportunity for existing SMP users to future-proof their investment by migrating to the Metasys User Interface (UI). To support this modernization opportunity, Metasys UI now includes familiar SMP views and capabilities.

Metasys UI helps maximize efficiency and protect building investments with intuitive space-based navigation and an award-winning Cyber Health Dashboard.

New users can learn to use many basic system functions in five minutes, 96% less learning time than traditional BAS. Organized by building spaces and equipment (with both served by and serving relationships), Metasys UI requires 86% less clicks than traditional BAS, for fast access to critical data, and is optimized for mobile viewing and secure remote access. Customizable dashboards let users quickly zero in on a space or equipment and take action.

In addition, Johnson Controls provides a variety of ways to help users maximize their Metasys investments, including OpenBlue Enterprise Manager, a cloud-enabled software solution that analyzes system data to identify energy efficiency and equipment improvement opportunities.

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# Brad Trouard Retirement Party at Solar Supply

*Brad Trouard, Solar Supply Distribution Manager, retired after 38 years. The company held a party at their headquarters in Lake Charles to honor Brad and his service.*



Larry Dubos TM Mississippi, Ronnie Dingler President Solar Supply and retiring Brad Trouard

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2022 EXAM PREP CLASS SCHEDULE

AUSTIN/ROUND ROCK

Aug 20-21

Nov 19-20

HOUSTON

September 17-18

December 10-11

RED OAK/DFW (FRI-SAT CLASSES)

August 12-13

November 11-12

SAN ANTONIO

July 9-10 (Next Class)

October 22-23

Classes are held 8am-5pm each day and are limited to 20 students. Visit [tacca.org/examprep](http://tacca.org/examprep) to see a list of books needed for the class.



# Daikin Applied Americas' CEO Mike Schwartz Announces His Retirement

## *President and CEO Retires after 11 Years of Leadership*

**Minneapolis** – Daikin Applied Americas announced today that President and CEO Mike Schwartz intends to retire from his position at the end of August.

Mr. Schwartz has been the president and CEO of Daikin Applied Americas (DAA), a member of Daikin Industries, Ltd., since September 2011. When he joined, he was charged with transforming a complacent organization into a high performing contender in the marketplace. And since 2011, he's met the challenge with resounding success:

- DAA increased manufacturing capacity by 75%
- DAA doubled the employee base to 4,900 including throughout North, Central and South America
- DAA transformed the company from an equipment manufacturer to a solutions provider by developing a connected solutions business, acquiring interest in software and systems integration companies, and strengthening the sales and service channels

Financially, DAA achieved record bookings, backlog, and revenue, year after year. Mr. Schwartz's success was recognized with a position on the board of parent company, Daikin Industries, Ltd., in 2019.

Among his many accomplishments, Mr. Schwartz is widely recognized among employees for his commitment to people centered management. Under his leadership, DAA has increased vacation time and paid parental leave; prioritized giving back to communities with a volunteerism policy; and launched a company wide diversity and

inclusion team to foster a sense of belonging and embrace differences as the fuel for competitive advantage.

"The heart of Daikin's philosophy on people centered management is that the company only grows when our people grow. It's been my ambition to make Daikin Applied a great place to work. We've broken down siloes, enhanced communication, and streamlined processes. We're creating a culture where all team members can feel engaged in our mission. That commitment is evident in our results."

Mr. Schwartz's recent achievement in developing and launching a new strategic framework and operating system positions DAA to triple revenue from 2011 to 2022 and reach the next level of exponential growth in 2025.

Prior to joining Daikin, Mr. Schwartz led the financial turnaround of RathGibson LLC, a privately held manufacturer of precision engineered industrial tubing. He also held key leadership roles at Lennox International from 1997-2005, including President and COO of its Armstrong Air Conditioning business, as well as President and COO of its residential and light commercial business, and Lennox's Heatcraft refrigeration business. Mike started his career in 1981 at Bohn Heat Transfer, which was acquired by Lennox in 1989. Mike is a 1981 graduate of Iowa State University, where he was nominated by his teammates as captain of the football team and earned his Bachelor of Science in Mechanical Engineering.

Mr. Schwartz is working with Daikin Industries' leadership on his succession plan to ensure a smooth transition.

## ACCA Announces Fall Meetings 2022

**Alexandria, VA-** The Air Conditioning Contractors of America (ACCA) is holding two back-to-back Fall Meetings forums September 12-15, 2022 at the Hilton Baltimore Inner Harbor in Baltimore, MD. ACCA's Fall Meetings 2022 will bring together hundreds of contracting professionals for industry-led educational programs and networking events.

The ACCA Business Technology & Operations Forum, September 12-13, helps contractors navigate technology and operations challenges using expert insights, practical business solutions, and peer-to-peer networking. The ACCA Service Managers Forum, September 14-15, helps leaders build professional teams and steer them toward common goals of customer satisfaction and professional craftsmanship.

Presenters at this year's Fall Meetings include keynote speakers Randall Dean, MBA, and Bryan Dodge, Dodge Development, Inc. Top industry professionals presenting include Matt Marsiglio, Flame Furnace, Inc., Shelly Matter, HB McClure, and representatives from Classic Air's One Hour Air Conditioning and LCS Heating and Cooling.

To register for ACCA's Fall Meetings 2022, visit [acca.org](http://acca.org)

For vendors interested in sponsoring the event or showcasing their products, please contact Tom Murphy, ACCA sales specialist, at [tom.murphy@acca.org](mailto:tom.murphy@acca.org) or (703) 824-8875.

For more information about ACCA, please contact Natalie D'Apolito, ACCA communications coordinator, at [natalie.dapolito@acca.org](mailto:natalie.dapolito@acca.org) or (703) 824-8873.

## The spotlight



**NAVAC Hires  
Thomas Boelens  
as Central Region  
Sales Manager**



**Michael Navaroli  
Joins Goodway  
Technologies as Vice  
President of Sales,  
North America**



**DriSteem Welcomes  
Stephen Finkel as  
Western Europe  
Sales Manager**

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CALENDAR OF EVENTS



AUGUST 2022 TRAINING CALENDAR

Broadway Training Center  
9311 Broadway, Suite 100  
San Antonio, TX 78217

For info contact David Pena at (210) 829-1934 ext. 152 or david.pena@johnstonesupply.com

DATE	TIME	CLASS NAME (Click to register)	REG. CODE	PRICE
Tue, 8/2/2022	8:00 AM - 4:30 PM	<a href="#">TDLR CE for State HVACR License Renewal</a>	605-115	\$135
Thu, 8/4/2022	8:00 AM - 4:30 PM	<a href="#">ESCO EPA Section 608 Review &amp; Exam</a>	605-101	\$175
Thu, 8/4/2022	1:00 PM - 4:30 PM	<a href="#">ESCO EPA Section 608 Exam Only</a>	605-102	\$95
Wed, 8/10/2022	7:00 AM - 9:30 AM	<a href="#">ComfortBridge Workshop</a>	605-159	\$45
Wed, 8/17/2022	8:00 AM - 10:30 AM	<a href="#">Leak Detection &amp; Brazing</a>	605-106	\$45
Wed, 8/24/2022	8:00 AM - 10:30 AM	<a href="#">Compressor Burnout &amp; System Cleanup - SPANISH</a>	605-154	\$45
Wed, 8/31/2022	8:00 AM - 11:00 AM	<a href="#">Compressor Burnout &amp; System Cleanup</a>	605-153	\$45

2022 Upcoming classes:

TDLR CE Class 605-115:

September 6<sup>th</sup>  
October 5<sup>th</sup>  
November 1<sup>st</sup>  
December 6<sup>th</sup>

\*Future dates subject to change

EPA Section 608 Review & Exam 605-101/Exam Only 605-102:

September 7<sup>th</sup>  
October 6<sup>th</sup>  
November 3<sup>rd</sup>  
December 8<sup>th</sup>

Classes are limited to **15** people.  
We recommend following COVID-19 Safety Guidelines:  
Please do not attend if you are sick, coughing, sneezing or running a fever.  
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# CALENDAR OF EVENTS



The Petit Group

## AUGUST 2022 TRAINING CALENDAR

Contact info:

Baton Rouge training classes: Paul Bienvenu: 225-295-7019 ext. 213 or paul.bienvenu@johnstonesupply.com

\*Baton Rouge Coursey Training Center  
11030 Coursey  
Baton Rouge LA 70816

Course/Description (Click to register)	Date	Time	Part #	Price	*Location
<u>Wired for Wiring</u>	Wed, 8/3/2022	8:00 AM - 9:30 AM	600-358	\$45.00	BR Coursey Training Center
<u>Heat Pump Troubleshooting</u>	Wed, 8/10/2022	8:00 AM - 9:45 AM	600-354	\$45.00	BR Coursey Training Center
<u>Daikin Single &amp; 2 Stage A/C I &amp; C</u>	Wed, 8/24/2022	8:00 AM - 9:45 AM	605-166	\$45.00	BR Coursey Training Center
<u>Circuit Troubleshooting</u>	Wed, 8/31/2022	8:00 AM - 9:30 AM	600-358	\$45.00	BR Coursey Training Center

Contact info:

New Orleans training classes: Tim Richard: 504-754-5438 or tim.richard@johnstonesupply.com

\*Bill Barber Memorial Training Center  
5630 Powell Street  
Harahan LA 70123

Course/Description (Click to register)	Date	Time	Part #	Price	*Location
<u>Refrigerant Charging Techniques</u>	Wed, 8/3/2022	8:00 AM - 9:00 AM	605-191	\$45.00	Bill Barber Training Center
<u>Understanding Superheat &amp; Subcooling</u>	Wed, 8/10/2022	8:00 AM - 9:00 AM	605-191	\$45.00	Bill Barber Training Center
<u>2-Stage Service &amp; Troubleshooting</u>	Tue, 8/16/2022	8:00 AM - 12:00 PM	605-105	No charge	Bill Barber Training Center
<u>Daikin Fit Service &amp; Troubleshooting</u>	Wed, 8/17/2022	8:00 AM - 12:00 PM	605-105	No charge	Bill Barber Training Center
<u>ESCO EPA Section 608 Exam Only</u>	Wed, 8/24/2022	8:00 AM - 12:00 PM	605-102	\$95.00	Bill Barber Training Center
<u>System Diagnosis Fundamentals</u>	Wed, 8/31/2022	8:00 AM - 9:00 AM	605-191	\$45.00	Bill Barber Training Center

We recommend customers follow COVID-19 Safety Guidelines.

Please **do not attend if you are sick, coughing, sneezing or running a fever.**

Class size is limited for your protection as well as that of other attendees & employees.

**WE RECOMMEND ALL ATTENDEES WEAR MASKS AT ALL TIMES DURING TRAINING.**



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### MEETING PLACE

The Refrigeration Association of San Antonio will continue to meet on the third Thursday of every month at the Beethoven Mannerchor Hall, 422 Pereida and South Alamo Streets. There will be an education session for everyone in attendance after the business meeting. Anyone in the HVAC/R industry may attend the meeting at no charge and take advantage of the information and presentations. Any and all HVACR technicians may also attend and meet with any attending prospective employers prior to the business meeting at Beethoven Mannerchor, 422 Pereida.

Beethoven is now providing daily meals, so if you desire to purchase a meal, do so as soon as you get to the meeting. They sell out pretty quick.

Thursday: Bratwurst (\$6), Reuben sandwiches (\$7), Leberkäse (\$7), Goulash (\$7), and Bavarian soft pretzels (\$3; German beer-cheese sauce \$1 extra)

If you are interested in being a speaker for one of our meetings, please reach out to mheye1955@att.net or call (210)884-8415.



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- Understanding Building Science
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2022 REMAINING CLASS SCHEDULE

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Austin/RR	Nov 12	
Beaumont	Sep 9	
Burleson	Aug 27	
Corpus	Aug 27	
Denton	Oct 1	Online Rates Members \$39 Nonmembers \$59
Harlingen	Oct 1	
Houston	Aug 13, Sep 17, Oct 15, Nov 19, Dec 3	
Hurst	Aug 13, Sep 10, Oct 22, Nov 12, Dec 3	
Lubbock	Sep 15	
San Antonio	Aug 6, Nov 12	
Waco	Oct 1	



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# CALENDAR OF EVENTS

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**For the Menu Preview**  
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**Send your and your guest names**  
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\*\*\*\*\*

**Next Meetings**

**Oklahoma City Lunch meeting**  
**Wednesday August 10th 11:30am**  
**\*\*Charleston's 2000 S. Meridian\*\***

**Tulsa Lunch Meeting**  
**Thursday August 11th 11:30am**  
**OK Joe's BBQ 6175 E. 61st St**  
**(use the back door)**  
**\*\*\*\*\***

**Reminder; Distributors Sales**  
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**\*\*\*\*\***

**Mission Statement**  
MEPO OF OKLAHOMA, INC. a non-profit trade association in the State of Oklahoma. We work to give our members the tools they need to succeed in the Air Conditioning, Heating, Refrigeration, Electrical and Plumbing Industries.  
**\*\*\*\*\***

If you would like to join MEPO the Association in Oklahoma that addresses Business Development, Codes and Licensing issues that effect your lively-hood  
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### TEXAS DEPARTMENT OF LICENSING & REGULATION

The Texas Department of Licensing and Regulation proposes amendments to an existing rule at 16 Texas Administrative Code, Chapter 75, §75.100, regarding the Air Conditioning and Refrigeration Contractors program. The proposed rule amends §75.100(a)(5) to state that compliance with Section 210.8(F) of the 2020 NEC is not required.

The proposed rule was published in the July 8, 2022, issue of the *Texas Register* (47 TexReg 3864). The Department will accept comments on the proposal until **August 8, 2022**.

The Department encourages anyone interested in the Electricians program to review the rule proposal online. Comments may be submitted electronically on the Department’s website.



## Product News

### JB Industries Takes Home GOLD Award

*ATLAS DS-5000 Propane Refrigerant Scale Recognized in the 2022 Dealer Design Awards Program*

**Aurora, Ill.** – JB Industries, a premier manufacturer of American made HVACR tools and equipment, announces their award-winning ATLAS DS-5000 Propane Scale. The ATLAS Propane Scale was recognized for excellence in product design in the 2022 Dealer Design Awards Program, sponsored by *The Air Conditioning, Heating & Refrigeration News* magazine. An independent panel of contractors acted as judges in the contest that had 132 entries. The **ATLAS Propane Scale** was the **Gold** winner in the Refrigeration and Ice Machines category.

Designed specifically for

R-290 and R-600a, the scale uniquely charges through the load cell in both inverted and upright canister orientations resulting in exact readings without interference by hose movement.

“The Atlas DS-5000 scale is the most accurate refrigerant scale for R-290 (propane) and other small-canister refrigerants,” said David Madden, director of manufacturing at JB Industries, Inc. “It’s unique in that it charges through the load cell (pass-through), so the hose weight/movement won’t affect scale reading. That prevents the user from inadvertently affecting the weight when moving or flexing the charging hose.”

This compact,

lightweight, yet durable propane refrigerant scale, is extremely precise, with accuracy down to 1 gr/0.1 oz. This enables the refrigeration field technician to easily dial in critical charges needed for efficient refrigeration system performance.

“Propane and similar mildly flammable refrigerants are utilized in more and more new equipment designs, and JB Industries’ engineering team created a scale to perfectly fit the needs of refrigeration technicians working on these critically charged systems,” said Madden.

NEWS Publisher Sarah Harding stated, “These awards give us a unique

opportunity to recognize the outstanding research and development efforts that go into many of the products serving the HVACR industry and the awards issue gives our readers an opportunity to read about innovative installation and service solutions.”

Included with the ATLAS Propane Scale are specially designed refrigeration hoses, charging valve, Schrader valves, and cylinder adapter – all protected by a sturdy hard shell carrying case.



### Winsupply Acquires Romar Supply

*Pipe, valves and fittings (PVF) and steel fabrications distributor with locations in Irving (Dallas) and San Antonio, Texas*

**Dayton, Ohio** – Winsupply Inc., one of the largest distributors in the nation, has completed the purchase of both Romar Supply locations. Since 1983, Romar Supply has been a wholesale distributor of mechanical and industrial PVF and steel fabrications. They have nearly 100 employees and a 116,000 square foot facility, complete with a state-of-the-art fabrication shop in Irving, Texas with a secondary location in San Antonio.

“Winsupply is excited to welcome the Romar Supply & Fabrication Company

to the Winsupply Family of Companies. This allows us to strategically expand in Texas with companies that align with Winsupply’s culture,” says Greg Holbrook, Winsupply’s Vice President of Due Diligence and Financial Integration. “This partnership will also help complement and highlight the fabrication services Winsupply Local Companies are offering to customers across the country.”

The locations will continue doing business as Romar Supply & Fabrication.

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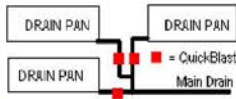
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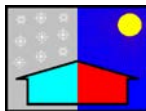


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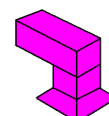


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