

TODAY'S A/C

& REFRIGERATION NEWS

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Refricenter Hosts LG Traveling Tech Showcase in Miami (see page 16)



Gemaire Distributors 50th Anniversary Celebration At Deer Creek CC (see page 18)



PBACCA 18th Annual Golf Tournament at Atlantis Country Club (see pages B14-B15)



Baker Distributing Customer Appreciation Turkey Fry in Jacksonville (see page B3)



Gemaire Distributors 50th Anniversary Celebration Continues (see page B9)

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



Jeff Schlichenmeyer
Publisher

WESTPORT, Conn., November 21, 2019 – Members of the HVACR community reported a continued positive business outlook heading into 2020 in the latest AHR Expo and ASHRAE Journal Annual Economic Outlook Survey. The survey was distributed to past and prospective attendees, as well as industry manufacturers, to gauge the market leading into the new year. Additionally, for the first time, the 2020 report includes input on trends, issues and opportunities as outlined by representatives from industry associations regarding their respective areas of expertise.

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

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

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

"The HVACR industry remains in a season of change, with innovation and advancement happening in all sectors," continued Stevens. "Considerations such as the global market, changing customer demands and new innovation demands are shaping product designs and the way we approach the built environment. Across the board, whether entirely new concepts or improvements upon existing product lines, our exhibitors are thinking smarter and delivering impressive solutions."

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FPL Continues Aggressive Marketing Push

Across the state giant FPL billboards have been popping up. Leveraging their size, assets and infrastructure, FPL is continuing an aggressive campaign marketing their new services with fliers, mail pieces, newspaper ads and these giant billboards.

Utility employees are leaving behind marketing materials on behalf of the subsidiary and their access to comprehensive customer data, utility infrastructure and utility billing systems creates a ratepayer subsidized start-up with direct access to customers and equipment.

Are you seeing these billboards in your areas? Are your techs seeing FPL leave behind materials at your customers houses? Are they taking your techs or your customers? Let us know! Reply to info@mepcoalition.org

What can you do? We are fighting the combined

political power and influence of the monopoly utility industry. Our strength is in our numbers with our grassroots network across the entire state. We need each and every one of you to sign up and get your friends, family, coworkers and customers to sign up too. We will overcome this threat if we all stand together.

We are working hard to educate legislators and regulators and demand the same kinds of restrictions and prohibitions on using utility ratepayer assets that have been enacted by other states across the country. Florida is way behind on regulating utility expansions. We are a lean and mean operation but the fight takes cash to keep going. Contractors from across the state have donated or committed to monthly recurring donations. Please stand with us and donate.



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Hopefully you had a gut reaction answer to this question. If not, then you probably have a focus problem in your business.

If you said because we are the cheapest in our area, you have a major problem. Price should not be the major reason your customers do business with you. As small business owners, we are not WalMart who gets huge economies of scale and can be the cheapest. If you are the cheapest you are probably losing money after you consider overhead in your pricing.

Many times when you lose a job and ask why, price is usually the answer they give. However, rarely is price the real answer...usually it is they didn't trust the salesperson which means they didn't like the salesperson.

You need to know why your customers are doing business with you for four reasons:

1. It gives your business purpose.

It's the reason you get up in the morning. It's the reason that your customers write your paychecks (without their revenue you have no money to write paychecks). It's the reason you remember when things are not going well.

2. It builds your business culture.

This is the reason you are in business. Every employee should know why your customers are doing business with you. If you can't articulate it, then they haven't a clue. Remind them often. Make sure their actions (and your actions) support this reason.

3. Your entire company operates on profitably taking care of your customers.

Notice I said PROFITABLY. If a customer is not profitable for you, then you don't need that customer. It's insane to pay that customer to do business with you. And yes, I've seen many unprofitable jobs after overhead is job costed. You are NOT in business for practice. You have to earn a profit to survive and thrive.

4. You know what your marketing messages should be.

"Here's what our customers say about us" or "Here's why our customers do business with us" can be themes of your marketing messages. Testimonials where customers say why they do business with your company are powerful.

Think about it. Ask your customers why they do business with you. Ask your employees why they think your customers are doing business with you. You might be shocked at the answers or lack thereof.

If you like and agree with the answers, continue along the same path of customer care. If you don't like the answers, change your culture and how you do business. The changes will help your long term profitability.

Next Topic: Three Ways Technicians Steal from You - Be careful! Your technicians and installation crews are handling your money. Here are three ways they easily steal from you:

1. Checks

Mrs. Jones pays by check. The technician gets the check from the customer and says, "Don't worry about filling out the Pay to the Order section. We have a stamp back in the office." The check then gets his name on it and goes in his bank account.

Or, Mrs. Jones pays by check and puts your company name in the "Pay to the Order to" section. The technician takes a check and deposits it in his account at an ATM...no human is involved to check the pay to the order to.

Make sure you verify that you get all of the checks from all of the customers who pay by check. Most of the software allows you to put payment information in to show the customer paid. Make sure that check gets to the company so that it is deposited in the company account.

2. Electronic payments

Service technician gets a Square device in the company's name and his bank account. When the customer pays by credit card, she receives a receipt with the company name on it. The company never gets the payment since it went in the technician's bank account.

Make sure you get all of the electronic payments. Reconcile electronic payments against the service tickets. Make sure they match.

3. Time

Service technician adds 10 minutes to his time card every day when it's busy or every week when it's slower (many companies pay more attention when it is slower). You don't check time against GPS or another monitoring device. He gets an additional hour or two per week - which could cause his pay to go to

overtime pay in busy seasons.

Always check time against GPS and clock in and out time (on some software applications). Make sure you are paying only for time he is working.

Watch out for these three sinister ways that technicians can steal from you!

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My Twelve Days of Holiday Savings starts Thanksgiving Day. You'll receive free gifts - no strings attached and holiday savings on all of my manuals.

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

(Continued from cover)

When asked about 2019 sales, 34% of respondents reported an increase of 10% or more, and 70% indicated sales growth of at least 10%. Additionally, respondents reported expected growth in nearly all areas of the industry, with light commercial, health and residential markets identified as having the highest potential in 2020 at 72%, 67% and 64% respectively.

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

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

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

The AHR Expo is the world's largest HVACR event, attracting the most comprehensive gathering of industry professionals from around the globe each year. The Show provides a unique forum where manufacturers of all sizes and specialties, whether a major industry brand or innovative start-up, can come together to share ideas and showcase the future of HVACR technology under one roof.

The next Show, co-sponsored by ASHRAE and AHRI, will be held Feb. 3-5, 2020 in Orlando, and is held concurrently with ASHRAE's Winter Conference. For more information, visit ahrexpo.com

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By merging the two agencies together, they now has 5 people covering the great state of Florida. For more info contact the McLaughlin office at 727-517-0981 or call Scott Behanna directly at 954-422-2016.

AHRI to Exhibit at AHR Expo and Present Free Educational Sessions

Arlington, Va. — The Air-Conditioning, Heating, and Refrigeration Institute (AHRI) will host four free educational sessions at the AHR Expo, taking place February 3-5, 2019, in Orlando. No pre-registration is required and all sessions will take place at the Orange County Convention Center.

Visit AHRI in the West Hall at booth 3300, where we'll showcase our member companies and certification program participants, share information about our world-class standards and certification program, and provide details on certification programs, membership, technician training, and scholarships.

The four classes that are being offered are: High Temperature High Ventilation Technology for Commercial-Industrial Buildings / Introduction to AHRI Sound Standards in Ducted Applications / Health, Comfort, Preservation: Bringing the Benefits of Humidity Home / and Safe Transition to Low Global Warming Potential Refrigerants.

Bard / AccuAir Participates In Hillsborough Education Foundation, Larry Wilder Fishing Tournament



The crew from left: Frank Suranyi, AccuAir, Penny Anderson, AccuAir, Leon Essex, Bard Representative



Frank Suranyi of AccuAir caught a nice redfish

The Mission of Hillsborough Education Foundation is to strengthen public education in Hillsborough County through advocacy, investment of resources, and programs that empower every student to achieve both academic and personal success.

The Foundation works in partnership and engages business and community partners in the support of public schools.

The 13th Annual – Larry Wilder Memorial Fishing Tournament was held to benefit the Hillsborough Education Foundation November 7 – 8th, 2019.

Bard / AccuAir was one of the sponsors of the tournament and we had the opportunity to do it again this year. It's a privilege to be able to support

this foundation but, the best part is that it's a lot of fun said Frank Suranyi, Engineered Products Manager of AccuAir, Inc.

The weather was great, the dinner was great, the bagged lunch was great, the beer was great, the people were great, the fishing was great, just a perfect day! The old cliché is true, "a bad day of fishing is better than a good day at the office". The personal and professional interaction and socializing with fellow professionals was priceless. In addition more fun was the raffle for some great prizes and a silent auction featuring autographed professional jerseys, photos, hockey sticks, high-end items and much more. We're eagerly looking forward to next year's event and hope to do even better.



Another redfish beauty pulled in by Penny Anderson of AccuAir



Third redfish catch by Leon Essex, Bard Representative



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Trade Talk:

By **Tommy Castellano**
 Owner, **Castellano A/C Services**
 in Tampa, Florida



Is Your Business A Well Oiled Machine?

Many people do not stay on top of their air conditioning maintenance schedule. They put off getting their coils cleaned, do not pay attention to their filters or reluctant to take the time to have their refrigerant levels checked. The rationale is often: "if it ain't broke, don't fix it." They prefer ignorant bliss hoping that their air conditioning system will get them through the summer.

A lot of contractors feel the same way about facing the realities of business. They know business is "seasonal" or taxes aren't going to go down or interest rates are going up. They know that the building codes and efficiency levels can change at any time. They know they are getting old and need to plan for succession. Yet instead of facing these realities, they wait and see what happens. They put off making any plans, decisions, or changes.

Running any business involves a series of constant challenges, frequent setbacks and frustrating surprises. The longer an owner operates his business with complacency, the harder it will be to change when he or she starts thinking about "getting out."

In today's contracting business, owners can't afford to take a "wait and see" attitude towards their company. If you aren't actively working at growing the business, it's probably shrinking. If you aren't focused on developing new talent, you may well find yourself with a company that's basically worthless.

Failing to move forward doesn't mean you stay in the same place. It means you actually lose ground. This is because even when your revenues remain generally flat, your cost of doing business continues to climb. Rising costs may not particularly be noticeable, but each year inflation carves away at your profitability.

In addition, revenues from your customer base really don't remain flat. There is always some degree of natural loss of business as clients die, move to other places, or give in to your competitors more aggressive sales efforts. Client relationships are like their romantic counterparts: If you don't make your clients feel special, and wanted, someone down the street will.

There's another factor many contractor business owners don't realize. When you stop working at growing your business, both your clients and employees can sense it. If they feel you are no longer enthusiastic, they'll lose their enthusiasm for working with you. Suppliers also know when you're not growing. They may be loyal to you, but their real loyalty is to your doing business with them and the income you produce for them.

Like most contractors, you probably take great pride in what you've been able to accomplish. But keep in mind that none of us lives forever. Sharing our successes with current or future employees can actually be very rewarding. By making it possible for trusted employees to create their own success wealth, you can actually strengthen your business and enhance their loyalty to you.

Have you ever heard business owners complain that their employees just don't understand what's involved in owning a business? An effective way for them to learn is for you to teach them what you go through. Something funny happens when an employee begins to notice the relationship between the work he or she performs and the financial results it creates. They see that working just a little harder pays off, and working a lot harder and smarter pays off handsomely.

Contractors who take the "wait and see" approach risk losing control of their future. Whether you are 30 or 60, you should develop a time horizon and a plan to ensure that your investment of hard work and other resources will provide the greatest return when the time comes. You may not be able to take it easy for quite some time, but you'll face far less stress along the way.

I hope you all have a very Merry Christmas. I will be spending it with my Daughters and my Ten Grandchildren. This is what family is all about.

I am also inviting you to join the FLACCPA family of contractors. Call Lisa Tamargo and get brought up to date on the successes we are having as members.

Until next time
 Tommy Castellano

ACCA Announces New Staff

Arlington, VA (October 22, 2019) - The Air Conditioning Contractors of America (ACCA) is proud to announce and welcome Matt Grizzard as ACCA's Director of Membership and Advocacy, Deb Weiner as Manager of Communications, and Matt Akins as Manager of HVACR Education.

As Director of Membership and Advocacy, Matt Grizzard is responsible for membership outreach, recruitment, retention, data analysis, and budget development. He joins ACCA with more than twenty years of experience in association management. Before joining ACCA, he worked at the Food Marketing Institute (FMI), a trade association that advocates on behalf of the food retail industry. During his successful tenure at FMI, Grizzard was the Director of Membership, where he managed the daily operations of the membership department, including budget development and management, creating promotional materials, conducting webinars and fostering member engagement.

Deb Weiner was brought on as Manager of Communications, to develop more content that tells ACCA's story. She manages ACCA's messaging through press releases, blogs, guest articles, videos, graphics, and oversees ACCA's social media channels. Additionally, she works on ACCA's Corporate Partnership program, executing and fulfilling campaign goals.

She joins ACCA with twelve years of marketing and communications experience. Prior to ACCA, she worked as a consultant, developing communication strategies and materials for a variety of businesses and organizations.

Matt Akins's responsibilities as Manager of HVACR Education are, developing technical education materials, working with ACCA certified educators on outreach and scheduling, and providing technical support to members. Matt brings sixteen years of HVACR experience to ACCA.

He spent the last five years as a technical trainer, teaching HVAC curriculum to hundreds of students across the country. He managed all aspects of the training process, which consisted of, designing classes for duct design, refrigeration, and HVAC system diagnostics. He was also responsible for editing existing classes and making them current with current code and laws.

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Nidec Global Appliance Announces Its Institutional Positioning After Embraco Acquisition

After the acquisition of Embraco, one of the world's leaders in refrigeration solutions, Nidec Global Appliance announces its new positioning as one integrated organization, based on an enlarged footprint and stronger market presence. Being one of Nidec Corporation's growth platforms, the division is amplifying its worldwide capillarity and innovation capabilities, as well as setting up a solid base in the Americas.

Nidec Global Appliance footprint now encompasses a pool of 11 manufacturing plants, 6 research and development centers, 3 sales offices and 1 global business support center, distributed throughout 8 countries (Brazil, USA, Mexico, Slovakia, China, Russia, Romania and Italy) and sustained by a workforce of 14,000 people. The annual production volume of motors and compressors combined is around 60 million, commercialized in over 80 countries across the globe.

As a result of a series of acquisitions in the appliances segment, coupled with a long term growth strategy, this new arrangement has led to the creation of the Nidec Global Appliance brand, representing a new chapter as one integrated organization, which combines the synergies between its products portfolios. In this sense, Embraco figures as a brand for refrigeration solutions portfolio, while the existing appliance motors line of product focused on washing machines, dryers and dishwashers keep Nidec's brand.

"The attributes of Nidec Global Appliance brands results in a complete and high-quality portfolio of solutions for household and commercial appliances, thus improving a customer-centric approach and market presence, while leveraging productivity through synergies and exchange of good practices among the factories", states Valter Taranzano, Nidec Global Appliance CEO.

While Embraco's compressors are ready to meet the most challenging market's demands in regards to regulations and normative, motors business has as its strategy delivering specific demands of each market served by the company worldwide. Both product portfolios are driven by high quality and energy efficiency as key attributes, enhanced by Nidec's cost-effective and best in class manufacturing technology.

HARDI Distributors Report 3.0% Percent Revenue Growth in October

COLUMBUS, Ohio, November 27, 2019 – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing the average sales performance by HARDI distributors was an increase of 3.0% percent during October 2019. "An early blast of cold air got heating season off to a strong start last year. October this year was being compared to a month when five of our seven regions produced sales growth over 20%," said HARDI Market Research & Benchmarking Analyst Brian Loftus. "We think some early season activity will be reflected in the November report."

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

"Sales growth for four of the past six months has been 3% or less," said Loftus. "This has cut the aver-

age annual growth rate in half from earlier this year. Many economic indicators are sagging also, but the slower sales growth has a lot to do with being compared to a very strong prior year." Employment levels and consumer spending continue to provide the basis for a soft landing forecast in 2020.

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

HARDI (Heating, Air-conditioning and Refrigeration Distributors International) is the single voice of wholesale distribution within the HVACR industry. HARDI members market, distribute, and support heating, air-conditioning, and refrigeration equipment, parts and supplies.

A Special Thank You to all of our vendors, distributors, and contractors that made it possible for another wonderful year. Have a Merry Christmas and a Prosperous New Year

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Kevin A Maggs Joins Baker Distributing As Territory Manager



Kevin A. Maggs

Kevin A Maggs has joined Baker Distributing as Territory Manager for the locations in Pompano and Boynton Beach, Florida.

Kevin is a transplant from Atlanta Georgia, and has lived in Florida for over 30 years.

Kevin has worked in the HVAC industry for over 12 years in various positions. Kevin started at HD Supply, Inc. He has experience in Distribution, Retail, and Finance in various management positions.

Kevin chose HVAC because he sees an exciting opportunity in South Florida and he wants to help grow and take the industry to a higher more professional level.

Kevin's responsibilities include developing and managing a team of 8-10 sales representatives, selling HVAC products and equipment through national account contracts on multi-family complexes. Kevin is looking to increase business and account management through the use of a "Business Partnership" model.

Kevin's most rewarding aspect of his position is helping contractors grow their business through using "Value Creation" to help drive greater profitability through increased sell price.

Kevin can be contacted by email at: kmaggs@bakerdist.com or by phone at 954-415-3420.

PBACCA and SFACA Host Ruth King "The Profitability Expert"

On Monday November 4th, from 11:00 AM to 1:00 PM PBACCA and SFACA hosted Ruth King, The Profitability Expert and monthly columnist for Today's AC, at the Junior Achievement of South Florida, in Coconut Creek, FL

Ruth spoke about about "How To Have A First Quarter That Rocks!" The first quarter of the year is the worst quarter for HVAC contractors, but it doesn't have to be. You can make money in the first quarter too. Most contractors hope that they will just break even. Hope is not a strategy. In this seminar, Ruth King revealed seven secrets to making money in January, February, and March.

Ruth King is well known as "The Profitability Master." She is passionate about helping small business owners get profitable and stay profitable.

Ruth is a serial entrepreneur having owned 8 businesses in the past 37+ years. One of her businesses, Business Ventures Corporation, began operations in 1981. Through Business Ventures, she coaches, trains, and helps contractors and others achieve the business growth and goals they want to achieve.

Ruth is especially proud of one HVAC contractor. When they started working together, the contractor was generating \$750,000 in annual revenues. Less than 10 years later, the contractor was generating Ten Million Dollars in annual revenues with massive profits. Just a few years later, her client sold his business for Nine Million Dollars cash!

Ruth has a knack for helping business owners truly understand financials, and then apply their knowledge to fuel massive growth, income and profits.



Ruth King helps business owners truly understand financials, and then apply their knowledge



Ruth King revealed how to make money in the first quarter of the year



A delicious lunch was also included with the seminar



Matt Ullrich, Jeff Bowden, and Tom Gieslman of Advance Work Vans was the main event sponsor

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Performance Pointers

by David Richardson



Four Traits of Awesome Installers

When I was 12 years old, my dad gave me three choices for what I could do during my summer vacation. My alternatives were: mow neighborhood lawns, deliver newspapers, or help install ducts for his HVAC company. I wasn't happy about my options, but I chose installation.

Like most kids, I rolled my eyes and whined at the thought of hard, physical labor. However, I didn't anticipate how those summers would cause me to grow. The lessons I learned taught me what certain tools were, how to use them, and how an HVAC system was built. As I grew older, the lessons provided a foundation for other roles such as service, sales, management, and even what I currently do at NCI (National Comfort Institute, Inc).

It's a shame installation is stereotyped so badly in our industry. There are those who believe installation is an easy skill to acquire, and that anyone can do it. These individuals likely have no installation experience or they're minimizing the skills due to a lack of understanding.

Awesome installers create works of art that perform every day where most won't see but will feel the difference. I've worked with some great crews and found four traits these unsung industry heroes have that I would like to share with you. See if they fit with qualities you notice in awesome installers you work with.

They Have Vision

All great installers I've met have vision. They can see the complete system and what it should look like before a single piece of duct is installed or existing equipment is removed.

Installers understand how a lot of small and big pieces fit together to achieve a predetermined result. Once they see that result in their mind, they begin to make plans to achieve the outcome, starting with the end in mind.

I remember working with my dad's crews and

how they would paint a picture for me about where different components would go and what they would do for the system. I don't know if it was intentional, but they shared their vision with me and helped me see the outcome before we started.

Often, we encountered challenges and obstacles with other trades that needed to be overcome. While they couldn't predict all the issues, they were able to improvise. Since they envisioned the finished product, it prevented these issues from turning into major headaches.

They Have Grit

Grit encompasses many qualities that great installers have including purpose, character, and courage to face problems. It's who they are, not just at work, but also away from it. There's no switch that gets flipped when the boss is around. They're consistent in their actions, day in and day out.

Work ethic is a major component of grit. An installer with this quality knows there is no halfway doing the job. It gets done correctly and anything less is unacceptable. In their eyes, there's no compromise to doing the right thing. You won't find them hacking a duct fitting together with plenum-on-a-roll (foil tape).

You know they're dependable. They show up early and don't puke excuses when an issue pops up. They just make it happen, often while working in harsh, difficult conditions.

Grit also means they adapt to tough situations and tape-measure-challenged salespeople. Instead of throwing a coworker under the bus for selling something that won't fit into the allotted space, they figure out alternative solutions.

They Are Craftsmen

Awesome installers are craftsmen. My dad had a huge role in establishing my views on this subject. He is an old-school sheet metal guy who taught me that an installation should be neat, level, and in order.

He pounded into my head how each duct system

is your signature and a reflection of who you are. If I wouldn't sign my name to the install, there was more to do – it was incomplete. If it was done wrong, I had to do it over until it was right.

Whether you realize it or not, you influence those you work within your company. What you say and do are telling indicators. Do you encourage colleagues to think like craftsmen and pay attention to detail, or do you rush them to get done, no matter what the system looks like? These choices slowly build up or tear down our industry for the coming generations.

You create works of art that are typically hidden and ignored by the untrained eye. Even though your system isn't on display in an art museum, it doesn't mean you should take any less pride in it. Install systems your competitors will drool over.

They Determine Real HVAC System Performance

It's easy to forget installers determine real system performance every day. They determine how well the equipment performs, regardless of laboratory ratings.

The value of awesome installers steadily declined as our industry began referring to equipment as the system, instead of a system component. Awesome installers know the difference and use these components to complete custom-built systems that are unique to a customer's needs.

When your focus is placed on the finished, custom-built system, you change the industry, one customer at a time. This single step takes the emphasis off equipment that anyone can sell and puts it back on an installer's specialized skills – something only they can provide.

System measurements such as pressures, airflow, and temperatures ensure the system performs as well as it looks. You can make the invisible features of your work visible to your customers. Show them how your installers truly make the difference as you share measurements that prove real system performance.

go to page 20

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Refricenter Hosts LG Traveling Tech Showcase

On November 12th from 9am-1pm, Refricenter at 7360 NW 58 Street in Miami hosted the LG Traveling Tech Showcase, which displays all the latest LG ductless innovations. Refricenter provided a nice lunch and refreshments for customers to enjoy after visiting the tech showcase trailer.

This showcase trailer was designed to help

educate the industry about advances in commercial and residential comfort systems. Scott Stout of LG, Brad Carson and Sal Hamidi of Target Sales answered technical questions and gave product demonstrations on how easy it is to clean the coil without removing it from the unit.

“The LG Traveling Tech Showcase demon-

strates our commitment to both our customers and the future of the HVAC industry. We would like everyone to experience our technologies firsthand and understand how they can improve every installation, from retrofits to new builds,” said Kevin McNamara, senior vice president, Air Conditioning Technologies, LG Electronics USA.



Refricenter, LG, and Target Sales coming together for a group picture



Christian Hernandez and Luis Brito of Refricenter inside the LG Traveling Tech Showcase



Sal Hamidi of Target Sales, Raul Garcia of JB Air Conditioning, Ray Maestere of Refricenter,



Refricenter provided a tasty lunch and refreshments for all the attendees!



Brad Carson of Target Sales, Christian Hernandez, Victor Hernandez, and Minotchka Zuloaga of Refricenter, Scott Stout of LG



Trevor Gordon of LG powering up the equipment inside the LG Traveling Tech Showcase Trailer



Sal Hamidi of Target Sales, Yunior Parra of 24/7 Air Conditioning, Scott Stout of LG



Victor Hernandez of Refricenter, Ramone Stefan of Stefan Contractors, Brad Carson of Target Sales



Brad Carson and Sal Hamidi of Target Sales, with Scott Stout of LG

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*Wishing You a Merry Christmas!
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Gemaire Distributors 50th Anniversary Celebration At Deer Creek Country Club



Doug Mullins, Steve Combs, Zac Linde, Ken and Cat Plummer

On November 14th, from 6-9pm, Gemaire Distributors hosted their 50th Anniversary celebration for all their employees at Deer Creek Country Club in Deerfield Beach. What a grand celebration it was! From the time you arrived, you were welcomed by Gemaire staff and were able to mingle with all the employees who made the 50 years possible.

Refreshments and delicious hors d'oeuvres flowed freely until the welcome toast from President Zac Linde. Zac made the toast to all the Gemaire customers, vendor partners, and employees.

While dinner was served, Barry Logan, Executive VP of Watsco spoke about three important words: Gratitude, Stability, and Respect.

Next, Mike Branson of Rheem spoke about integrity, initiative, and innovation, which is what makes their relationship so successful.

The Hall of Presidents followed with Zac Linde, Ken Connell, Steve Rush, Steve Combs, and Ken Perkins each making a personal presentation about their experiences during the past 50 years.

After the Hall of Presidents was the Division Presentations from Mid Atlantic, Florida, Texas, and Heating and Cooling. It was great to listen about the great accomplishments that are taking place in each region. Coffee, Dessert and Dancing completed the evening...Over the top Gemaire!



Rafael Castillo, Val Eguizabal, John Grindle, Jacques Leotaud, Bill Swenson, Andres Ponce, Juan Rivera



Ana Rodriquez of Gemaire with George Ezzell, Gemaire's first employee



Ken Connell of Watsco with Wendy Cox, retired from Gemaire



Ben Whittington, Jeff Morgan and David Scarlett



Frank Galasso, Erin and Wyatt Abbitt, Zac Linde, Sarah and Shaun Reams



Michael Rose, Elizabeth Quinn, Trista Longakit, Maria Mazon, Kris Campbell, Jeff Barrios, and Tim Corrente



The Gemaire 50th Anniversary Celebration was fabulous, and everyone enjoyed the event!



Vivian Ochoa, Emily Hettchen, Ryan Valeres, Beth Brazda, Sandy Cousino, Anika Abreu, Jeannie Martinez, Cindy Neveloff, Kristina Poakeart, Kari Hamilton



President Zac Linde spoke about the Gemaire customer focus culture



Barry Logan, Executive VP of Watsco elaborated on three important words... Gratitude, Stability, and Respect



Past President Ken Connell expressed his gratitude to the entire Gemaire staff



Past President Steve Combs spoke about the early days of Gemaire and the development of the Rheem equipment line



Original Gemaire President Ken Perkins spoke about the first Gemaire location in Boca Raton with humble beginnings

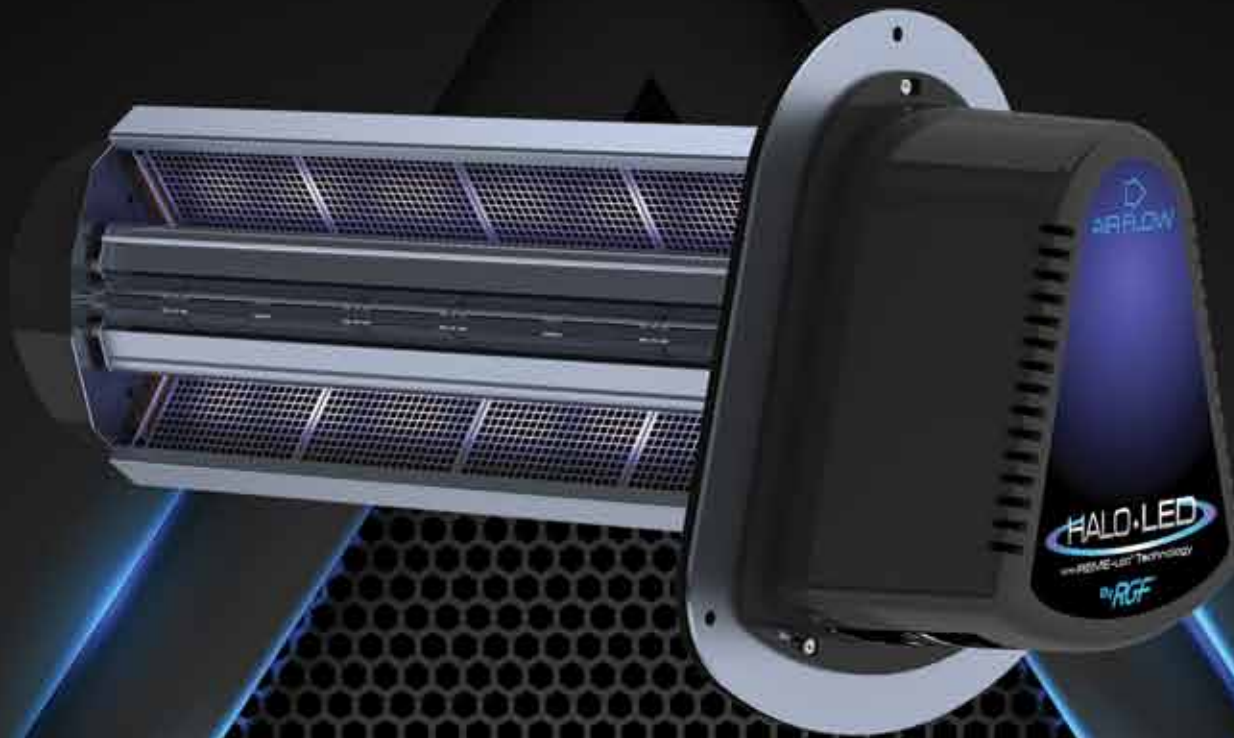


Event MC's Kristina Poakeart and Kari Hamilton kept the celebration both exciting and fun!



Near the conclusion of the celebration, everyone hit the dance floor!

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Message from FRACCA President Rick Sims



Did you ever want to do something special for students in your local HVAC apprenticeship program, but were not sure how you could help? Perhaps you are unable to teach or volunteer but want to contribute something. I have a great idea for you. I have been doing it for years. Charter a bus!



The AHR Expo comes to Florida every few years. When it does, we send all our chapters' apprentices on a chartered bus to attend the show. It's a great day for them and an experience they will always remember. I like

it because it gets them out of their little town and shows them what a big thing they are a part of. Our industries' world of experts are all there with their best technologies on display to the delight of our wide-eyed apprentices. Whenever I run into former students (many of them going back to the 1980s) they bring up their first experience at the AHR Expo on one of our bus trips as having a profound effect on them. It left a lasting positive impression that has become part of who they are. The last time the AHR Expo came to Orlando, SWACCA chapter split the cost of the charter bus with our local ASHRAE chapter. We are already planning with them for the 2020 AHR Expo returning to Orlando February 3rd through 5th. This is a great joint project for our SWACCA and ASHRAE chapters that both groups truly enjoy. When we have our annual joint meeting in 2020 we will ask our apprenticeship coordinators and instructors to show us pictures of the students that were taken on the trip and report about the event. I have already had one apprenticeship instructor ask me if we are going to do it again, my "yes" answer brought a smile to his face; he is ready to do it again!

Get together with others in your local chapter to come up with a plan to bring all of your apprentices to Orlando for the 2020 AHR Expo. Partner with

your local ASHRAE chapter or other interested trade group. Work with apprenticeship coordinators and instructors to schedule and plan the itinerary. Secure funds to pay for the charter bus and then don't wait until the last minute to reserve the charter.

It's great to see FRACCA chapters' apprenticeship programs flourish firsthand. I have had the opportunity to visit chapters and see the growth and expansion taking place at all corners of the state. Older established programs are still growing, some programs are expanding to improve geographical coverage by opening additional facilities in more locations to improve accessibility for apprentices and their employers. It's a good thing, the demand for qualified talent has never been higher. New HVAC apprenticeship programs are in the process of being created in locations that have never had a formal HVAC training program at all. Watching these chapters put together their new training programs is exciting. It seems like a monumental task at the beginning, and does take commitment to follow through. But I know that once these chapters graduate their first class of apprentices they will wonder why they didn't do it sooner. They shouldn't try to reinvent the wheel. Many of Florida's HVAC apprenticeship programs have been in place since the 1970's and there is a vast pool of experience and knowledge to help you. FRACCA is ready, willing and able to assist in creating or expanding HVAC training programs in your area.



The best place to network with other Florida training programs to share contacts, resources and ideas is at the 2020 FRACCA Education Conference February 26th through 29th on Daytona Beach where the agenda features several speakers that are experts in finding, developing and keeping talent for your company.

AHRI Releases September, 2019 U.S. Heating, Cooling Equipment Shipment Data

U.S. shipments of central air conditioners and air-source heat pumps totaled 613,607 units in September 2019, up 3 percent from 595,701 units shipped in September 2018. U.S. shipments of air conditioners increased .2 percent, to 380,581 units, up from 379,698 units shipped in September 2018. U.S. shipments of air-source heat pumps increased 7.9 percent, to 233,026 units, up from 216,003 units shipped in September 2018.

Year-to-date combined shipments of central air conditioners and air-source heat pumps increased 1.4 percent, to 6,984,349, up from 6,890,678 units shipped during the same period in 2018. Year-to-date shipments of central air conditioners decreased 1.1 percent, to 4,472,595 units, down from 4,521,126 units shipped during the same period in 2018. The year-to-date total for heat pump shipments increased 6 percent, to 2,511,754, up from 2,369,552 units shipped during the same period in 2018.

Four Traits of Awesome Installers

By David Richardson
(Continued from page 14)

Strive to Revitalize: Installers who do it right will revitalize this industry and pave the way for future generations. While I only listed four traits, I know there are a lot more. Send me an email and let me know what traits you would include.

Since Thanksgiving is right around the corner, let the awesome installation teams you work with know how thankful you are for them. They are often overlooked and underappreciated. Let's give them the attention and respect they deserve.

David Richardson serves the HVAC industry as a curriculum developer and trainer at National Comfort Institute, Inc. (NCI). NCI specializes in training that focuses on improving, measuring, and verifying HVAC and Building Performance.

If you're an HVAC contractor or technician interested in learning how to make your installations better, contact me at davidr@ncihvac.com. NCI's website www.nationalcomfortinstitute.com is full of free technical articles and downloads to help you improve your professionalism and strengthen your company.

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Goodman Distribution in Pompano Hosted NCI Residential System Performance Classes



Casey Contreras of NCI gave a review of test methods, measurement and calculations



The NCI Residential System Performance Class revealed the good, the bad, and the ugly on test instruments



The class focused on hidden system defects that lead to reduced comfort and increased energy usage

Goodman Distribution, located at 2123 Park Central Blvd N, Pompano Beach, hosted two NCI Residential HVAC System Performance Certification Classes. The first class was held Tue-Wed (Nov 12-13) and the second class was Thu-Fri (Nov 14-15).

The instructor for the class was Casey Contreras of NCI (National Comfort Institute). Casey showed the class how to discover and repair hidden

energy-draining comfort system defects that other companies miss often. He showed how to reduce call-backs, and increase customer satisfaction guaranteeing the results using NCI's exclusive System Delivered BTU technology.

Part of the seminar was devoted to testing both new and existing installations, and to provide real solutions through system renovations and documented results.

Some of the benefits attendees received were how to open the door to increased sales and customer loyalty through professional testing and diagnostics services. Using these proven methods could increase your average equipment changeout tickets by 100% or more and establish yourself in your marketplace as a true beyond-the-box HVAC expert, and the go-to contractor to solve long-standing problems.



Casey Contreras of NCI discussed equipment BTUs versus delivered BTUs at the registers



Part of the seminar was devoted to testing both new and existing installations



Casey Contreras of NCI went over the testing principles of static pressure, airflow and temperature

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CHRISTMAS, THOMAS EDISON, AND SANTA CLAUS

Yes, Virginia, There is a Santa Claus

article by
Andrew C. Ask, P.E.



It's Christmas. No, not December 25th yet, but the time of year when our mind begins to drift away from work and toward the festivities. The next few weeks can be frustrating for anyone working against a deadline—seems like no one wants to work. And neither do I; no tips on controlling humidity this month; just some ramble. Maybe I got into the holiday cheer a bit early.

I now live near the Edison Ford Estates in Ft. Myers. You should drop by any night between 5:30 and 9:00 PM this month to see the Holiday Lights—beautiful Christmas decorations. See Edison's home, office, lab. You'll be walking on the same ground where Edison along with Henry Ford and Harvey Firestone plotted and schemed to create our system of roads, cars, and trucks. They figured out everything but where to get the rubber? The answer may have been in the botanical gardens across the street. Expect to pay about \$20 per person.

My favorite Christmas story is Yes Virginia, There is a Santa Claus written by Francis Church. Too many good things have come to me in life too easily to have relied on pure chance or happenstance. No, I don't have data; just sayin'. I woke up one morning many years ago, decided to go to law school. All I had to do was knock on Akron University's door, ask if I could enroll, the dean said come on down. You're admitted. The tuition is so low your wife will be able to pay for it out of her school teaching salary. And that's the way my life has gone.

I just say, "yes, Virginia" to myself when something good happens. Or, if I inexplicably avoid an

accident—there have been many, many occasions-- I attribute it to my Guardian Angel.

Thomas Edison spent long hours in his lab, catnapping on a table instead of going home to bed. Why? My personal theory is he didn't want to miss anything. Part of his genius was recognizing miracles when he saw them. You need to be there to witness miracles.

Humidity, you say? I always marvel at the condition of these estates. They have been painfully and expensively restored and maintained. Their humidity control strategy never ceases to amaze me... they have no air conditioning, do absolutely nothing, relying on another authority for drying: Mother Nature. Or is she the same authority?

Your New York Sun editor in 1897 was right, Virginia. OF COURSE THERE'S A SANTA CLAUS. And he's with us all the time, not just on Christmas. Here is the excerpt of that article.

VIRGINIA, your little friends are wrong. They have been affected by the skepticism of a skeptical age. They do not believe except they see. They think that nothing can be which is not comprehensible by their little minds. All minds, Virginia, whether they be men's or children's, are little. In this great universe of ours man is a mere insect, an ant, in his intellect, as compared with the boundless world about him, as measured by the intelligence capable of grasping the whole of truth and knowledge.

Yes, VIRGINIA, there is a Santa Claus. He exists as certainly as love and generosity and devotion exist, and you know that they abound and give to your life its highest beauty and joy. Alas! how

dreary would be the world if there were no Santa Claus. It would be as dreary as if there were no VIRGINIAS. There would be no childlike faith then, no poetry, no romance to make tolerable this existence. We should have no enjoyment, except in sense and sight. The eternal light with which childhood fills the world would be extinguished.

Not believe in Santa Claus! You might as well not believe in fairies! You might get your papa to hire men to watch in all the chimneys on Christmas Eve to catch Santa Claus, but even if they did not see Santa Claus coming down, what would that prove? Nobody sees Santa Claus, but that is no sign that there is no Santa Claus. The most real things in the world are those that neither children nor men can see. Did you ever see fairies dancing on the lawn? Of course not, but that's no proof that they are not there. Nobody can conceive or imagine all the wonders there are unseen and unseeable in the world.

You may tear apart the baby's rattle and see what makes the noise inside, but there is a veil covering the unseen world which not the strongest man, nor even the united strength of all the strongest men that ever lived, could tear apart. Only faith, fancy, poetry, love, romance, can push aside that curtain and view and picture the supernal beauty and glory beyond. Is it all real? Ah, VIRGINIA, in all this world there is nothing else real and abiding.

No Santa Claus! Thank God! he lives, and he lives forever. A thousand years from now, Virginia, nay, ten times ten thousand years from now, he will continue to make glad the heart of childhood.

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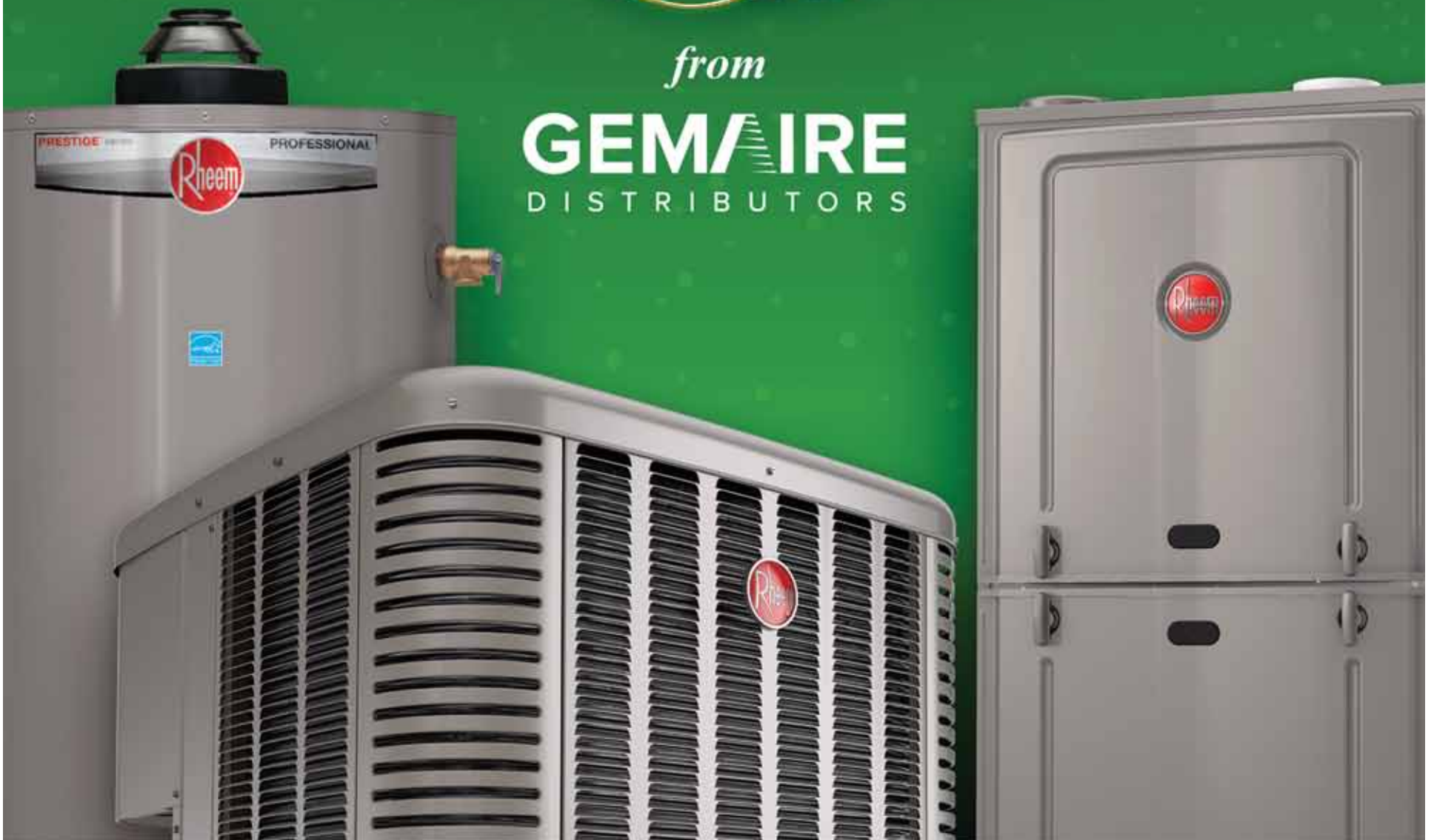
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Customer Appreciation Turkey Fry in Jacksonville

November 21st, 2019

On Thursday November 21st, 2019, Baker Distributing held their annual Customer Appreciation Turkey Fry on Edison Avenue in Jacksonville from 11am to 2pm.

Baker has hosted this event for over a decade now, and this year served over 300 hungry contractors. Wyatt Swartz of Baker Distributing said "This is a great way to say thank you to our loyal customers, and to celebrate the upcoming holidays."

The Turkey Fry Menu consisted of Fried Turkey, Green Bean Casserole, Rolls, Dessert, and Drinks. Along with the great food were some great drawings for door prizes.

With over 200 locations in 22 states, each Baker Distributing Sales Center is staffed by the most knowledgeable and customer service oriented people in our industry. With a complete inventory of HVAC/R products and technical assistance,

Baker Distributing Sales Centers can provide you with the products and information you need to make your job and you more efficient.

Founded in 1945, Baker Distributing Company is engaged in the sales and distribution of HVAC, refrigeration, foodservice equipment, parts and supplies for residential and commercial applications.

Many thanks to Baker Distributing for another successful Turkey Fry!



Reps getting ready to serve some Fried Turkey, Green Bean Casserole, Rolls, and Dessert



Todd Miller of Baker Distributing and Andrea Kirkpatrick of Cain Sales, greeted everyone who attended



Everyone giving thanks for the delicious fried turkey with all the side dishes!



Cheers to Baker Distributing for another excellent Turkey Fry!



Duval County Public Schools Maintenance in full force! What a great way to start the holiday season!



Here are the manufacturers representatives that volunteered on the food serving team, who fried turkeys, prepared food, and plated hundreds of turkey dinners!



Megan and Joseph Alpino of River City Fabrication with Jeanene Miller and Cheryl Kennedy of Baker Distributing



Helping to keep everyone hydrated, Kathy Plathe, Dwayne Umstatt, Mike Plathe and Wyatt Swartz of Baker Distributing



Justine Melendez, Stuart Caron, Kim Dodge, Debe Mance, Chad Chase, Karissa Ickes, and Brian Garten of Baker Distributing



Turkey Fry Team: Gregg Schroer, Tim Roberts, Chis Grantham, Scott Schroer, and missing from team is Larry Clark



Wyatt Swartz, Maria Korbos, and Matt Roth of Baker Distributing



After lunch with the WW Gay Air Conditioning Team!



Mike Champagne of Crown Products, Cody Morgan of Baker, Sonny Hendrix of Rob Hamilton & Assoc, Scott Schroer of Baker, Michael Venech of Venstar



The Dessert Team - Server - JoAnn Hunt of The Metal Shop, Pie Taster - Jay Terrero of Williams & Rowe, and Server Jessie Laycock of The Metal Shop



Here is the group who made the Baker Customer Appreciation Turkey Fry a huge success!



Basic Principles of Grooved Mechanical Joints

On Tuesday, November 12th from 12:00pm - 2:00pm, ASHRAE Miami Chapter held their program meeting at the 94th Aero Squadron Restaurant in Miami.

Everyone enjoyed the lunch buffet before the meeting started. Victoria Garcia Massimo, ASHRAE Miami Chapter president opened the

meeting by providing an update of the upcoming events and introduced the guest speaker, David Dears who is an Engineering Business Development Manager at Victaulic, a leading manufacturer of mechanical pipe-joining and fire protection systems. David shared his comprehensive knowledge of grooved mechanical joints. At the end of the pre-

sentation, each participant understood the history of the joints, the anatomy of a grooved joint, and the design benefits of a grooved mechanical system.

We want to invite you to our Annual 7th Holiday Social on December 3rd, at Top Golf in Doral. There will be drinks, plenty of hors d'oeuvres, and a lot of fun playing golf, Don't miss it!



Tulia Rios (treasurer), Emily Franco (president elect), Victoria Garcia Massimo (president) and Al Fraga (government affairs) of ASHRAE Miami Chapter



Richard Brooks of FP&L, Marien Garrett and Heather Hsi of Quantum Cooling



Andres Aloma of Trane, Bill Herrera of ECM, David Dears and Pedro Perez of Victaulic



Alfredo Utset of NESI Solutions, Alejandro Gutierrez of Integrity Controls T&B, Juan Gonzales of Dunham-Bush



Plenty of lunch selections and desserts were available on the buffet



ASHRAE members enjoyed the delicious lunch at the 94th Aero Squadron



Victoria Garcia Massimo, ASHRAE Miami Chapter President, welcomes the members



Samuel Martin of SRM Mechanical Design and Membership promoter for ASHRAE



Speaker David Deers of Victaulic talking about the benefits of their products

NEBB and ASHRAE Formalize Collaborative Effort to Improve Building Design, Construction, Performance Verification, and Operation

GAITHERSBURG, MD (November 13, 2019) NEBB, the premier international association of certified firms and certified individuals working to verify environmental and system performance in buildings, recently entered a Memorandum of Understanding (MoU) with ASHRAE. Intended to advance and promote the mutual interests of professionals engaged in the design, construction, performance verification, and operation of buildings, the MoU was signed by 2019-2020 ASHRAE President Darryl K. Boyce and 2018-2019 NEBB President Jim Whorton on October 19, 2019.

Through the MoU and the joint MoU committee selected to uphold the agreement, NEBB and ASHRAE will continue to enhance their working relationship and individual efforts toward achieving mutual objectives. By committing to the ongoing advancement of collaborative projects, keeping one another informed of major initiatives, and discussing new opportunities for collaboration, both organizations will be better suited to promote adoption and widespread use of codes and standards in order to serve engineers and facilities professionals. In addition, this MoU formalizes the commitment of ASHRAE and NEBB to work together to advance research into the sustainable design, construction, and operation of healthcare facilities.

"NEBB has a longstanding history of working

with ASHRAE to better the building industry through the promotion of procedural standards, educational programs, and similar agreements designed around cooperative efforts. We look forward to continuing to strengthen our relationship through this strategic partnership, while working with many talented professionals to build the future of our industry together," stated NEBB Executive Vice President Tiffany Suite.

"The MoU between NEBB and ASHRAE reinforces the power of collaboration and provides both organizations a greater opportunity to leverage our resources as we offer innovation and emerging technologies to the building services industry," said 2019-2020 ASHRAE President Darryl K. Boyce, P.E. "I look forward to continuing our partnership as we bring our unique strengths together to advance the built environment through sustainable practices."

NEBB is the premier international association of certified firms and certified individuals that perform building enclosure testing, building systems commissioning, building systems retro-commissioning, fume hood testing, sound and vibration measurement, cleanroom certification, and testing, adjusting and balancing of environmental systems. NEBB is the leading source of industry information through its standards and procedures, personnel certifications, publications, specifications, text books, study courses and The NEBB Professional. Please visit www.nebb.org

Danfoss To Establish An IoT Collaboration With Microsoft

Danfoss has entered into a collaboration with Microsoft to bring domain expertise in Refrigeration and HVAC to the cloud. Through this collaboration customers will benefit from long-standing industry knowledge on a new platform powered by Microsoft Azure.

The new cloud services will enable major savings, operational efficiency and can further increase sales effectiveness for Refrigeration and HVAC system owners and professionals.

With this collaboration, Danfoss extends its application expertise and becomes a recognized independent software vendor (ISV). Together, Danfoss and Microsoft will bring modern technology and domain expertise to Refrigeration and HVAC system owners and professionals.

The cloud-based services will enable food retailers to reduce food loss, reduce energy consumption and optimize overall store performance. They will benefit from Danfoss' 80+ years of experience as a solution provider in refrigeration and HVAC. The cloud infrastructure of Microsoft™ Azure will provide scalability and data security. "

The collaboration with Microsoft will deliver tangible results to both existing and new customers of Danfoss and Microsoft. We will build on this collaboration and continue to invest in new cloud services to the industries we have served successfully for more than 80 years with the ambition to reduce food waste and energy consumption" says Jürgen Fischer, President Danfoss Cooling.

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“THE DUCT-FREE ZONE”

By Gerry Wagner, Vice President HVAC Technical Training
Tradewinds Climate Systems



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

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

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

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

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

SkillMill™ uses state-of-the-art 3D simulations to create an immersive learning environment for users, and is tackling the skills gap head-on by changing the game of skilled trade training. The skilled trades industry is facing a growing skills gap issue. In the next 10 years, 60% of the skilled trades workforce in the USA will retire. And over the last 7 consecutive years, skilled trades positions are the hardest to fill globally— meaning the problem is compounding more, every day. Also, 74% of firms predict a shortfall of qualified skilled trades workers if something doesn't change soon. SkillMill™ is the change the industry critically needs.

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

Interplay Learning.

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

I introduced the GREE mini split troubleshooting 2D simulations in a webinar this past Monday,

November 25, 2019. Virtual Reality VR 3D is based in a 2D format...the 2D format does not require the Virtual Reality hardware, i.e., goggles and hand-pods. The benefit of the 2D simulations is that they can be utilized by anyone who has a laptop or desktop computer.

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

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

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

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

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

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

I will be unveiling the 3D Virtual Reality VR GREE troubleshooting simulations at the AHR Expo in Orlando, Florida on Monday, February 3 and Tuesday, February 4, 2020 at the GREE booth #5543. You can participate utilizing VR goggles and hand-pods that I will provide for live, in-person demos at the

following times...

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

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

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

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

It is our plan to use the simulations as another alternative for the training requirement of the GREE Select Dealer Program...prospective members can complete the training requirement by either attending an in-person event or use the 8 video / 8 question quiz which is already in place via www.GREetraining.com and soon, use these 2D simulations as yet another way to meet the program training criteria.

The #1 suggestion I receive in the after-class survey when asked, “how can we make the class better” is to add a “hands-on” element to the class. Virtual Reality allows me to bring a working GREE mini split system where ever I go and allows the training event attendees to have that hands-on experience. We believe that GREE is the first and currently the only mini split manufacturer to offer this type of training.

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

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

AccuAir's Mobile Showroom Visits ALTIERUS Career College In Tampa

ALTIERUS Career College helps students build a brighter future through career training. Students get the skills they need from experienced, supportive instructors and hands-on education in “in-demand” fields that lead to fulfilling careers.

One of the programs offered by ALTIERUS is Heating, Ventilation and Air Conditioning (HVAC) Technician Diploma Program. Once students complete the 36 Weeks training course they are ready to begin in one of the many various careers in the HVAC industry of their profession with confidence.

Because this program features hands-on training, studying and getting to know various HVAC equipment, “it was natural and a perfect fit for AccuAir, Inc. to demonstrate the Bard I-TEC classroom heat pump unit in operation, to bring the hands-on

experience to students” says Frank Suranyi, Engineered Products Manager.

The AccuAir Mobile Showroom features a fully functional Bard I-TEC classroom HP unit allowing the technical staff to demonstrate the system's operation, quietness, versatility and serviceability. Students and instructors were able to inspect the unit and ask detailed questions about the unit's functions, operational sequences, options, maintenance requirements, costs, etc. whatever they wanted to know.

The featured unit was the Bard I-TEC, Single Packaged Vertical Heat Pump (SVPHP) with two stage cooling, three stage heating, HGRH dehumidification, Energy Recovery Ventilation (ERV), Supply Plenum and Miami-Dade, hurricane outdoor

louver, custom finish to match / imitate an outdoor building's facade.

AccuAir held two demonstrations, one for the day class students and one for the night class students; AccuAir provided refreshments and giveaways and technical information to all the attendees.

“It was informative, educational and a lot of fun” says Suranyi and by the responses from the students, I know it was mutual”.

Special thanks to Niall Pettigrew, Program Chair, Joey Leonard, Ed.D, Dean of Trades, William Adams that helped coordinate this training visit and all instructors, to make this a success.

For more information feel free to contact: Frank Suranyi, MBA, Engineered Products Manager, AccuAir 407 259-0089 at frank@accuaironline.com



The AccuAir Mobile Showroom features a fully functional Bard I-TEC classroom HP unit to demonstrate the system's operation



Frank Suranyi of AccuAir (2nd left), Bill Adams, ALTIERUS HVAC Instructor (3rd left) with a few HVAC students



Frank Suranyi of AccuAir demonstrating the I-TEC Single Packaged Vertical Heat Pump Unit



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Goodman Donates HVAC Makeover to Help Decorated Marine Battling Painful Injuries



Military Makeover with Montel host Art Edmonds, Matt Feuerhelm, owner of Matt's Electric, Heating & AC, and James Gilbert, product manager for Goodman

STRUM, Wisconsin, November 22, 2019 – A decorated U.S. Marine battling the aftermath of an IED explosion suffered while serving in Iraq is finding some solace in a newly renovated home, thanks to Goodman Manufacturing Company, L.P. and Lifetime Network's Military Makeover with Montel reality series.

When an IED detonated among his convoy vehicles in 2004, Wojcik sustained serious injuries, leaving behind chronic pain, challenges from PTSD and invasive surgeries that included shaving his vertebrae.

To reduce some burdens facing this veteran, Goodman donated an HVAC transformation designed to help lower utility bills, while providing consistent year-round indoor comfort for Wojcik, his wife Terri and their three teenaged daughters.

Their home is now heated and cooled by a high-efficiency Goodman brand HVAC system complete with ComfortBridge, the industry's latest communicating technology, plus a media air filter, humidifier

and UV light for enhancing indoor air quality.

Local independent Goodman HVAC dealer Matt's Electric, Heating and Air Conditioning in Ellsworth, Wisconsin donated their time to install the system.

Goodman – a proud sponsor of Military Makeover since 2016 – is honored to help support military veterans in need and their families, explains Nathan Walker, SVP, CEO Staff for Goodman.

"Sgt. Wojcik is a remarkable individual, driven to serve and ensure public safety," Walker says. "Partnering with Military Makeover allows us to offer some hope and a helping hand to the unsung heroes and their families who have sacrificed for our country." Despite his injuries, Wojcik never stopped serving his country.

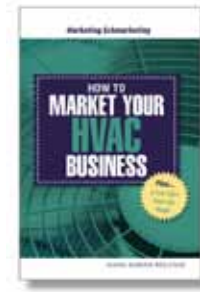
After four years in the Marine Corps and another 16 in the Army Reserve, Wojcik now works for the Wisconsin State Police. Along the way, he earned a Purple Heart, Meritorious Service Medal and National Defense Service Medal, plus Army Achievement and an Army Accommodation medals.

Terri Wojcik says she is grateful for this makeover, hoping it will relieve stress as Steven works on his health.

Presented by decorated U.S. Naval officer Montel Williams and hosted by Art Edmonds, Military Makeover with Montel is a unique home improvement series that aims to honor those who served our country by renovating and renewing their homes. Episodes air 7:30 a.m. EST/PST on Lifetime Network.

Ongoing Military Makeover HVAC renovations are just some of the many projects Goodman and its independent dealers have pursued to help veterans. For more information about Goodman, visit www.goodmanmfg.com.

New Hvac Marketing Book Provides Sound Marketing Advice For Contractors, Along With A Few Amusing Surprises.



Skaneateles, NY—What if you could learn to stop marketing your HVAC business in a reactive way (meaning: with knee jerk decisions) and discover how to effectively promote your company in 7 simple, easy-to-follow steps?

HVAC dealers who are tired of spending marketing dollars in all the wrong places, with poor ROI and few leads won't want to miss this new book from industry marketing expert, Elaina Burdick Wellstead:

Marketing Schmarketing: How to Market Your HVAC Business. Most contractors can fix a furnace with their hands tied behind their backs, but many struggle with how to properly market their companies. Marketing takes time, focus, and expertise that just aren't part of the average contractor's day. Marketing Schmarketing: How to Market Your HVAC Business provides step-by-step instructions on goal setting, branding, websites, online marketing, and a host of other topics. The book is also full of tips and best practices on subjects like effective use of co-op dollars, online reviews, and guerilla marketing.

In addition to helpful HVAC marketing advice and her proven formula for building an actionable marketing plan, Burdick Wellstead includes some amusing stories from her two decades of travels to HVAC conferences and training events, in between chapters.

Marketing Schmarketing: How to Market Your HVAC Business is available on Amazon.

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2019/2020 Trane Educational Seminars Information

Tampa Bay Trane and Southwest Florida Trane are once again proud to offer a variety of educational courses for 2019-2020. We continue to offer the most comprehensive local training programs in the HVAC industry and utilize the latest technology available. Electronic registration is also available on our website, www.tampabaytrane.com. Please follow the sign up link under the Training button in the header section of the website. After completing the registration process, a separate reminder announcement will be e-mailed prior to each course; therefore please make sure you include your complete information.

If your work schedule prevents you from attending evening classes, ask us about the option of organizing a special class just for personnel from your company at a time that works for your group. Each course is subject to date and time changes or cancellation if the class size is less than 10 pre-registered students, three (3) days prior to class date.

The course fee schedule has been based on costs associated with each presentation. A Certificate of Attendance will be awarded to each student at the conclusion of each course. Note: Snacks and drinks will be provided.

Tampa Bay Trane will be offering a multi-student discount; for every three students sent to a training course you get the fourth student FREE for that course. We also offer four different packages, each including three courses of relative equipment and course material.

The courses have been time lined to improve the quality of the education process. Each course grows off the previous, therefore we recommend the classes to be taken in sequence. Tampa Bay Trane will provide Professional Development Hours (PDH) for approved courses by the Florida Board of Engineers.

For more information please contact the Tampa Bay Trane located at 902 North Himes Avenue, Tampa, FL 33609. Their phone is 813-877-8251.

2019	COURSE TITLE (LISTED BY DATE)	COST
Dec. 3	HVAC Fundamentals - Basic Electricity & Refrigerant	\$90
Dec. 5	Electronically Commutated Motors	\$90
Dec. 10	Small Split Systems - Light Commercial Units*	\$90
Dec. 12	Large Split Systems - 20 to 120 tons*	\$90
2020	COURSE TITLE (LISTED BY DATE)	COST
Jan. 7 - 9	Wellness Courses - see pg 14 for topics covered Circle day(s) to attend (Tuesday / Wednesday / Thursday)	FREE
Jan. 14	Voyager & Precedent Packaged Units*	\$90
Jan. 16	Dedicated Outdoor Air Systems	\$90
Jan. 21	Intellipak Rooftop Units	\$90
Jan. 23	Variable Frequency Drives	\$90
Jan. 28	Variable Air Volume Systems	\$90
Jan. 30	TBT Tracer SC Operations Summary Course	\$90
Feb. 11 & 13	Chilled / Hot Water Pumping Systems (Part 1 & 2)	\$160
Feb. 18 & 20	CGAM Chillers (Part 1 & 2)	\$160
Feb. 25 & 27	Helical Rotary Air Cooled Chillers (Part 1 & 2)	\$160
Mar. 3	Helical Rotary Water Cooled Chillers	\$90
Mar. 5	Water Treatment for Cooling Towers	\$90
Mar. 10 & 12	CenTraVac Chillers (Part 1 & 2)	\$160
Mar. 17	TBT Tracer Ensemble Operations Summary Course	\$90
Mar. 19	Commercial Motors & Starters	\$90
Mar. 25	Variable Refrigerant Flow Systems	\$90

Gemaire Distributors 50th Anniversary Celebration Continues At Hollywood and Doral South Florida Locations



In November and December, Gemaire continues to celebrate their 50th Anniversary around the state of Florida.

Many Manufacturers Representatives were on site showing all the newest products available at Gemaire. A nice lunch and refreshments were provided at each Ge-

maire location. Over the past 50 years, Gemaire has evolved from a small regional distributor in south-east Florida to the largest division of the world's largest HVAC distribution company.

Their relationship goes far beyond selling. Gemaire would like you to trust them with not only your HVAC needs, but your company's needs and growth...They are your true Partner in Business! Gemaire's goal is to increase the speed, convenience and efficiency with which they serve their

customers while reaching new sales channels. With a strong commitment to customer service and the best talent in the industry, Gemaire continues to set the standard for excellence and performance in the HVAC community.

Gemaire completed 50 years of successful existence in this economy and ever-changing market, and the credit goes to customers like you who have stood by Gemaire in every test of time. Plan on teaming up with Gemaire for the next fifty years!



Gemaire customers in Hollywood were able to see the Rheem NASCAR vehicle up close and personal



Kurt Wessling and Chris Vosburgh of Ecobee with Rudy Jimenez of Dawn Air Conditioning



John and Shawn Tuohy of Florida On-Site Repair with Scott Behanna of Ron McLaughlin & Associates



Jay Vienneau of Dawn Air Conditioning with Nick Vosburgh of Vos



Brad Carson of Target Sales with Rich DeRita of Gemaire



Rick Farrow of Cain Sales, Pabel Alonzo of Air Pro, Jimmy Valaquez, Misel Norrea, and Alies Kimarin of Solar Bear



Rick Hemmis and Steve Verdon of Express Air, Dean Hudson of J&C Air Conditioning, and Jean Avesca of US Solution



Erik Johns and Carolyn Greene showing the new Bouy from Resideo



William Ramirez, Scott Lee, Efrain Navia, Juan Olivas, Sonia Munoz, Giovanni Acosta, Daniel Ramirez, Sean Marbry



Tyler Campbell of The McAllister Group, Renaldo Quintana of RQ Appliances, and Tom Murphy of Okinus



A really nice day to celebrate the Gemaire 50th Anniversary!



Steve Masters of US Motors with Rafael Perez and Nick Toronto of PRT Cool Service



Having some fun and enjoying the tasty Paella at Gemaire in Doral



Julio Perez of Metropolitan Air Conditioning, John Grindle of Rheem Manufacturing, and Oraldo Perez of Metropolitan Air Conditioning



The Gemaire Doral Team coming together for a 50th Anniversary photo!



Tropic Supply Events in November

Copeland Teardown - Drive Out Hunger Food Drive

Tropic Like It Hot Contest - MCASF Golf Tournament



One winner of "Tropic Like It's Hot" video contest was Jose of Ultimate Air Systems installing a Allied split system

The Copeland Teardown Class instructed by Mike Nipper of Emerson was a FREE hands-on class which covered the mechanical and electrical failures common to compressors including flood back, migration, slugging, overheating and lack of oil. Attendees learned how to take compressors apart to determine the root cause failure and how to resolve the issue.

Tropic Supply's 23 Resource Centers throughout the state of Florida collected over 3000 food items and over \$500 in cash this month to support their yearly November Food Drive. Donations were delivered to 18 different organizations throughout the state. For each donation, customers were given a chance to win one of 23 prizes valued at \$200 or more.

Tropic Supply thanks all of our contractors who took the time to submit a video for Tropic Like It Hot contest. They greatly appreciate your kind words about their products and company! Below you will see some of the winners for each category.

Tropic Supply attended and was a diamond sponsor for the local MCASF Golf Tournament at Weston Hills golf course on November 11th. A great time with all the South Florida contractors!

For more information on future events, visit the Tropic Supply website www.tropicsupply.com/eventscaledar.



The Copeland Teardown class was hands-on participation



The Cooling Co of Sarasota donated a couple skids of food items!



Chuck and Charles Del Vecchio of Tropic Supply at the MCASF golf tournament



Nicole Parrish, Merissa McMillan, and Heather Anusbigan representing Tropic Supply at the MCASF golf tournament



One winner of "Tropic Like It's Hot" video contest was Ariel & Joseph Gerson of Total Appliance installing a ClimateMaster system



Mike Nipper of Emerson spoke to the the class how to improve their troubleshooting skills



No waiting on isle 4 to make your donations for the food drive!



Mike Nipper of Emerson gave some tips on how to reduce callbacks and improve your turn-around time



The Cooling Co of SWFL (Cape Coral) donated several item to the food drive!



One winner of "Tropic Like It's Hot" video contest was Chuck Elliott's of Elliott's Coolers & Freezers installing a Russell system



Tropic Supply keeping everyone hydrated at the MCASF golf tournament



The Tropic Supply Food Drive was a big success.... Over 3000 items!

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HARDI Joins the Lighting & Homes for Tomorrow Steering Committee

COLUMBUS, Ohio, November 4, 2019— Heating, Air-conditioning & Refrigeration Distributors International (HARDI) has joined the Consortium for Energy Efficiency's (CEE) steering committee for the Lighting & Homes for Tomorrow connected homes competition.

CEE is organizing a connected home competition, Lighting & Homes for Tomorrow, in order to identify and reward connected home devices (including HVAC) that deliver a positive customer experience (with a focus on interoperability, reliability, and simplicity) while also yielding benefits to the grid. CEE is inviting entrants from three main categories: connected lighting, connected homes/systems, and connected home platforms/ecosystems (software systems).

As part of this effort, CEE is including industry players with relevant expertise and aligned interests. CEE has invited HARDI to join the steering committee, along with CEE members, the American Lighting Association, Continental Automated Building Association, UL and DOE/NREL.

The role of the Steering Committee is to develop and finalize key elements of the competition: the evaluation criteria, judging process, judging panel expertise and participants, entry recruitment activities and entry screening.

HARDI's soon-to-be released research findings on controls distribution prompted HARDI to participate in this committee.

HARDI's Emerging Technologies Council approved participation in the project saying, "It would provide additional visibility to our distributors and manufacturing members, and HARDI as a whole, with its commitment and contribution to providing quality energy efficient products to the connected home technology market."

The competition will take place next year. For more information, contact Sarah Jilbert at sjilbert@hardinet.org.

Chemours Files Patent Infringement Lawsuit Against AGC for HFO-1234yf

Wilmington, Delaware, November 20, 2019 – The Chemours Company (Chemours) (NYSE: CC), a global chemistry company with leading market positions in fluoroproducts, titanium technologies, and chemical solutions announced today that it is filing a patent infringement lawsuit in Japan against AGC, Inc. This action reaffirms Chemours' commitment to vigorously defend its investment in Opteon™ refrigerants and builds on its on-going efforts to stop the unlicensed manufacture, marketing, and sales of Opteon™ HFO-1234yf (R-1234yf) refrigerant by all legal means wherever that activity occurs around the world.

The lawsuit alleges infringement of Chemours' patents covering HFO-1234yf product compositions and usage in automotive air conditioning and stationary refrigeration applications in Japan. This is a great example of Chemours' using its international patent estate in order to protect its investment in the development and commercialization of HFO-1234yf and to ensure that customers obtain authentic refrigerant.

"Innovation and product development are at the core of who we are at Chemours," said Diego Boeri, vice president of Chemours Fluorochemicals. "By protecting our innovation, we are also ensuring our customers have access to the safe and high-quality refrigerants that they have come to rely on from Chemours and the Opteon™ brand," he added.

Chemours offers a full portfolio of low GWP HFO solutions under the Opteon™ brand that delivers the optimal balance of performance, safety, sustainability and total cost of ownership to meet the long-term needs of the commercial refrigeration, air conditioning, heat pump, and chiller markets. They have been developed to help meet increasingly stringent global regulations while maintaining or improving performance compared to the products they replace, as well as encouraging more sustainable refrigerant choices and equipment designs to reduce the carbon footprint of the HVACR industry.

For more information on Opteon™ refrigerants, please visit opteon.com.

Fieldpiece Instruments Introduces Two New Wireless Clamp Meters That Connect Directly with Job Link®

Orange, Calif., November 4, 2019 -- Fieldpiece Instruments, the only company solely dedicated to creating tools and test instruments for HVACR professionals, introduces two new wireless power clamp meters that work with the Fieldpiece Job Link® System App for on-the-go testing and reporting. The SC480 and SC680 meet the rigorous demands of the HVAC professional in the field for HVACR electrical tests.

HVACR professionals are dealing with time constraints in getting their jobs completed in a suitable manner, while having the accurate measurements they need. These new clamp meters utilizing the Job Link® System offer advanced solutions for HVACR electri-

cal tests that can be customized for the jobs they are working on. While working on-the-go, technicians must get the correct data to make informed decisions about the service they are providing in a timely manner, including measuring power in kilowatts to help determine how efficiently a system is running. With the electrical measurements documented, technicians can recommend cost saving actions to the customer. The Fieldpiece Job Link app makes the job easier, faster, better.

With the mini-split market continuing to grow, these new meters are perfect for getting electrical measurements on mini-splits.

Merry Christmas

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be Peaceful,
your New Year
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Baker Distributing Hosts LG Roadshow & Product Training

During the month of November, Baker Distributing hosted three LG Product Training and Technology Roadshow events in Ft Myers, Pompano Beach, and West Palm Beach.

The LG Product Training included Installation Best Practices, PWC - Power, Wiring, Charging, Troubleshooting, and a tour of the LG Equipment Roadshow Trailer.

The "LG Technology Roadshow," is a mobile showroom on wheels that provides customers across the United States an opportunity for a hands-on experience with LG's latest air conditioning technologies.

The LG Equipment Roadshow Trailer which displays more than a dozen air conditioning innovations, is designed to help educate the industry about advances in commercial and residential comfort systems.

"The LG Technology Roadshow demonstrates our unparalleled commitment to both our customers and the future of the HVAC industry. We look forward to enabling potential customers to experience our technologies firsthand and understand how they can improve every installation, from retrofits to new builds," said Kevin McNamara, senior vice president, Air Conditioning Technologies, LG Electronics USA.



Mark Hatela of LG, Sal Hamidi of Target Sales, Dave Norton, Phillip Kriegbaum, and Ed Abreu of Baker, Scott Stout and Terry Frisenda of LG



The 30-foot-long mobile showroom, which displays more than a dozen air conditioning innovations, was designed to help educate HVAC contractors



Terry Frisenda of LG explains the manufacturer's guidelines for installing proper wiring connected to the indoor and outdoor ductless units



Terry Frisenda of LG discussed the way to properly charge a ductless system



Terry Frisenda of LG demonstrates the operation of an automatic flaring tool for proper piping connections on a ductless system



Terry Frisenda of LG gave some product demonstrations inside the trailer



The LG product training included how controls are connected, addressed and integrated into the control network



Ed Abreu, Chris Erickson and Kevin Maggs of Baker Distributing



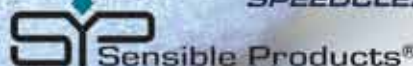
Terry Frisenda of LG explains the most common problems and troubleshooting techniques for LG Ductless systems

Merry Christmas!

Thank you to all our Customers, Distributors, Manufacturers, and Friends for your continued Support and Partnership! Wishing you a Happy Holiday season from everyone at...

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Davie, FL 33325
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561-683-6262

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Stuart, FL 34994
772-283-1633

Boynton Beach -New
4020 Thor Drive
Boynton Beach, FL 33426
561-737-1551



18th Annual Golf Tournament Atlantis Country Club November 16th, 2019



On November 16th 2019, PBACCA held their 18th Annual Golf Tournament at the Atlantis Country Club, 120 Golfers teed off at 8:00 a.m. A continental breakfast was served before tee time. Refreshments were provided on the course sponsored by Arco Supply. An awards luncheon followed the tournament. Over \$3,000 dollars were raised at this event to help support the Maury Jacobson Scholarship and Education fund.

PBACCA would like to thank all the sponsors,

participants, volunteers for helping make this golf tournament a big success! Beneficiaries of the Education & Scholarship Fund were The Royal Palm Beach High School Air Conditioning Program and The Maury Jacobson Scholarship Fund.

Closest to the Pin Winner - Ryan Minichino of Stephen K Denney sponsored by Sea Coast Curb & Adapters. The Straightest Drive Winner - Pete Palotta of Johnstone Supply sponsored by York. The Longest Drive Winner - Johnny Matute of Arco Supply

sponsored by York and Atlantic Coating Pros. Par 3 Poker Winner - Glen Huff on the Johnstone Supply Team with 5 Kings.

Grand Prize Winner was Ryan Minichino of Stephen K Denney who won the 65" Sharp Smart T.V. donated by Johnstone Supply. PBACCA Traditional Teddy Bear Winner was John Noble of Goodman. Carrier sponsored the Golf Shirts and Unifirst sponsored the Hats. Al Packer Ford- Lincoln sponsored the hole in one vehicle and vacation packages.



The registration process included a tournament golf shirt, hat, and goodie bag



Getting in a few practice putts before the tournament



Everyone was getting ready for the start of the tournament



Al Packer Ford sponsored the Lincoln hole in one vehicle



There was a special appearance of "The Bluewater Babes"



Tim Howe, Toby Nilsson, Ken Solar, and Jeff Moravic of the Jones & Jirik Plumbing Team



Cary Hagenbaumer, Glen Huff, Pete Palotta, and Jon Vinas of the Johnstone Supply Ware Group Team



Jeff Foster, Jeff Rowell, Chuck Walsh, and Drew Garland of the Fresh-Aire UV Team



Chris LeBlanc, Holly Noble, and John Noble of the Goodman Distribution Team



Daryl Shearer, Alan Long, Dave Elbers, and Peter Fedor of the Farmer & Irwin Team



Chris Thompson and Blake Zanzig of the EDS Air Conditioning & Plumbing Team



Robert Griffith, Jim Sipes, Don Lions, and Steve Kish of the Edward Jones Team



Jim Pickard, Dave Hutchison, John Rosenthal, and Rich Petrocine of the CMI Air Conditioning Team



Bob Geck, Mike Coulson, Jay Lindquist, and Ron Lafay of the Economic Electric Motors Team



Greg Chassey, Scott Ruggiero, Cameron Houston, and Sebastian Barcia of the Carrier Enterprise Team



Brian Birchenough, Albert Barcia, Steve Simm, and Bryan Lippard of the Carrier Enterprise Team



Dave Sansone, Steve Bashwiner, Manny Benavides, and Tom Griswold of the Carrier Enterprise Team



Dave Knafo, Stevie Macarone, Mike Fricano, and Steve Rimel of the Aspen Air Conditioning Team



18th Annual Golf Tournament Atlantis Country Club November 16th, 2019



Cliff Brody, Tom Miller, Dave Monatanus, and John Alcutt of the Arco Supply Team



Art Alba, Randy Hernandez, Johnny Matute, and Javier Assasi of the Arco Supply Team



Tom Gieselman, Joe Bowden, Jason Salvadore, and Jimmy Hess of the Advanced Work Vans Team



Evid Valero, Patrick Fatu, Cooper Livingston, and Steven Sparks of the Airworks AC Team



Sean Whalen, Greg Swindler, Andy Flack, and Aj Flack of the Whale'n Air Team



Dennis Fink, Alan Hasteys, John Olson, and Tim Kepler of the WL Hasteys AC Team



Ryan Maloy, Lance Thomson, Seth English, and Ryan Randall of the Tropic Supply Team



David Graham, Herb Ackerman, Ross Couette, and Chase Milligan of the Unifirst Team



Joel Rodriguez, Mike Pienkowski, Mike Camilli, and Keith Archbold of the Trane Team



Rob Mayhew, Joe Vanstetton, Ed Bossie, and Carla Bossie of the Tropic Supply Team



Ryan Minichino, Jason Ploysungvarl, Anthony Rizzolo, and Phil Mackie of the Stephen K Denny Team



David Stewart, Ken Hilgendorf, Steve Mcguirk, and Jim Mentzer of the Service Experts Team



Tim Snell, Tim Peterman, Tim Poulos, and Dustin Hoffman of the Stephen K Denny Team



Neil Arteaga and Doug Lindstrom of the RGF Environmental Team



Sean Caplin, Mark Figueiroa, and Jay Tirronen of the Kyzar Air Conditioning Team



Randy Poulette, Jerry Poulette, Bryce Gaff, and Daniel Boudet of the Randy Poulette AC Team



Billy Kapopoulos, Phil Syx, and Steve McDaniel of the Johnstone Supply Ware Group Team



Special thanks to the Royal Palm High HVAC Students who volunteered their time!



Third Place: Advanced Work Vans Team with a score of 59. Congratulations to Tom Gieselman, Joe Bowden, Jason Salvadore, and Jimmy Hess



Second Place: Arco Supply Team with a score of 57. Congratulations to Art Alba, Randy Hernandez, Johnny Matute, and Javier Assasi



First Place: Arco Supply Team with a score of 57. Congratulations to Cliff Brody, Tom Miller, Dave Monatanus and John Alcutt

HARDI Opens Portal to DC, Urges Members to Take Action on the HFC Phasedown

COLUMBUS, Ohio, October 30, 2019 – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) has opened an online portal that allows individuals to easily take action in support of the American Innovation and Manufacturing Act.

Senator John Kennedy (R-LA) has introduced the American Innovation and Manufacturing Act, allowing the HVACR industry to transition to a new generation of refrigerants and maintain US leadership in air-conditioning and refrigeration technology.

A national HFC phasedown, by federal legislation, would create new manufacturing jobs in the United States, spur further investment in the U.S. economy by the HVACR industry, and ensure the continued safety and training of licensed HVACR professionals.

Senators John Kennedy (R-LA) and Thomas Carper (D-DE) have introduced the American Innovation and Manufacturing Act (AIM Act) along with 12 other original bipartisan cosponsors which would give EPA a limited grant of authority to phasedown the use of HFCs over the next 17 years. This regulation is necessary to move the industry to new HFO based refrigerants and equipment.

HARDI has streamlined the process for members to take action through a portal that creates customizable action letters and sends them to the individual's legislators, urging them to pass the AIM Act.

The portal will be available for individuals to take action on all issues that affect the HVACR industry as they arise, giving people the opportunity to participate in the issues that affect their business.

SpacePak Receives 2019 ENERGY STAR Emerging Technology Award



WESTFIELD, MA, October 30, 2019 - The SpacePak Solstice Extreme Air-to-Water Heat Pump has been awarded the U.S. Environmental Protection Agency's 2019 ENERGY STAR Emerging Technology Award. As a recipient of the 2019 ENERGY STAR Emerging Technology Award, the Solstice Extreme met rigorous performance criteria to be recognized as an innovative technology that has the potential to reduce energy use and significantly reduce greenhouse gas emissions, without sacrificing features or functionality.

The cutting edge Solstice Extreme is the ideal heat pump for primary heating and cooling, in any season or climate. From small homes to large homes with multiple thermostat driven zones and light commercial applications, Solstice heat pumps use the efficiency and comfort of hydronics to provide perfectly conditioned air for a wide variety of applications.

The Solstice Extreme with Enhanced Vapor Injection Technology (EVI) and a high efficiency condenser, provides an increased heating capacity of more than 30% over standard models. Solstice Extreme provides up to 40,000 BTU/h at -5°F, all while maintaining an industry leading COP, making it ideal for severe conditions in cold climates while maintaining the ability to cool during summer months. These high efficiency units are ultra-safe and environmentally friendly with all refrigerant sealed in a powder coated galvanized steel cabinet located outside the occupied space.

The ENERGY STAR® Emerging Technology Award provides forward-thinking, environmentally conscious consumers and end users with a tool to identify and purchase cutting-edge technologies that offer energy savings and help to reduce their carbon footprint.



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Dwyer Instruments Inc. Joins Thermostat Recycling Corp.'s Partnership Program

NEW YORK, Nov. 14, 2019 /PRNewswire/ -- Thermostat Recycling Corp. (TRC) announced today that Dwyer Instruments Inc. has joined the organization's partnership program to support TRC's mission of promoting the safe collection and proper disposal of mercury-containing thermostats.

Dwyer Instruments, based in Michigan City, Indiana, is a global leader in designing and manufacturing innovative controls, sensors and instrumentation solutions.

"Dwyer Instruments is pleased to partner with TRC and share in its goal to keep mercury out of the waste stream in order to protect the environment," said Eric Budny, Special Projects and Environmental Compliance Manager. "This partnership demonstrates our continued commitment to maintaining safe environmental policies. It also provides our customers with further options for the safe, easy and free recycling of mercury-containing thermostats."

Dwyer Instruments is TRC's newest member, bringing the partnership program to a total of 31 manufacturers who are at the forefront of providing support for the collection and safe recycling of mercury-

containing thermostats throughout the United States.

"We welcome Dwyer Instruments as our newest member and look forward to working with them to further TRC's mission and protect the environment," said Danielle Myers, TRC's operations & compliance manager.

Thermostat Recycling Corp., founded in 1998, is an industry-funded nonprofit corporation supported by 31 manufacturers that historically branded and sold mercury thermostats in the United States. TRC maintains a network of more than 3,600 collection sites nationwide and has recovered more than 2.5 million thermostats, containing 12 tons of mercury, since its inception. TRC assumes all costs to transport and properly dispose of mercury switch thermostats recovered from service. To learn more about TRC, visit www.thermostat-recycle.org.

Dwyer Instruments is a global leader in designing and manufacturing innovative sensors and instrumentation solutions to the HVAC, Building Automation, and Process Automation markets. To learn more about Dwyer Instruments, visit www.dwyer-inst.com.

AHRI Applauds Legislation Promoting Innovation for New, American-Made Refrigerant Technologies

Arlington, Va. — The Air-Conditioning, Heating, and Refrigeration Institute (AHRI) today expressed its strong support for bipartisan legislation designed to boost American manufacturing and capture a larger share of the rapidly growing global markets for refrigeration and air conditioning products and equipment.

Introduced today by Sens. John Kennedy (R-La.) and Tom Carper (D-Del.), The American Innovation and Manufacturing Act of 2019 would authorize the Environmental Protection Agency to establish a national phase down schedule for a group of refrigerants known as hydrofluorocarbons, or HFCs, because of their high global warming potential.

The bill's introduction came after an October 8 letter to House and Senate Committee leadership from the CEOs of 32 HVACR and water heating manufacturers urged support for such a phase down. "Federal legislation phasing-down HFCs represents a chance to put America first, and to keep American workers at the forefront of this important global industry," the letter stated, noting that, "A recent industry economic study showed that a new federal standard for the phase-down of HFCs would create 33,000 new U.S. manufacturing jobs, add \$12.5 billion per year to the U.S. economy, and expand U.S. exports in this sector by 25 percent. Failure to do so will cost U.S. businesses and jobs."

"Globally, markets are already starting to move away from HFCs," said AHRI President and CEO Stephen Yurek. "A federal HFC phase down keeps U.S. manufacturers in the driver's seat during this transition, creating jobs here at home, expanding market share abroad, and stimulating significant investment in the U.S. economy."

"Our industry has invested billions of dollars in the research necessary to develop the next generation of refrigerant technologies, which we've performed in concert with partners such as ASHRAE, the Department of Energy, and the California Air Resources Board," said Yurek. "This legislation makes good on that investment, creating regulatory certainty for manufacturers and helping those companies that are bringing to market the next generation of refrigerants that are vital to the health, safety, comfort, and productivity of the American people."

The U.S. heating, ventilation, air conditioning, and refrigeration (HVACR) industry began advocating for an HFC phase down a decade ago, while it simultaneously began a comprehensive research program to identify the next generation of refrigerants.

"We appreciate the leadership of Sens. Kennedy and Carper in introducing this legislation and helping create greater predictability as manufacturers prepare for the transition to more environmentally friendly refrigerants," Yurek said. "It is our hope that the Senate will move expeditiously on this bill and that the House will shortly follow suit so that this transition can begin in earnest."

Cortland Installs Emerson's Sensi™ Smart Solution in 100 Systems at Tampa Apartment Community

St. Louis, November 20, 2019 – Emerson and Cortland today announced an installation of Emerson's HVAC monitoring and maintenance technology designed to help optimize comfort for residents and support Cortland's 48-hour service completion guarantee.

The 100-system installation at the Bowery Bayside community in Tampa includes Sensi™ Touch smart thermostats, Sensi Manager multi-thermostat system and Sensi Predict smart HVAC. The Sensi solution, installed in mid-October, has already helped to optimize performance in more than 40% of the monitored units at the community.

"At Cortland, we promise to fix a resident's problem in their home within 48 hours. If we don't, our residents live rent free until we do. So when we're alerted to an issue we need to respond quickly," said Jonathan Tucker, Executive Vice President of Operations and Facilities for Cortland. "HVAC problems are a top service request from residents in places like Tampa. With the Sensi Predict technology from Emerson, we can be alerted to HVAC issues before they're a problem. This allows our community service team members ample time to make necessary repairs or adjustments to HVAC units, which should positively impact resident living experience."

Cortland is the first company to partner with Emerson to deploy their Sensi smart solution in the multifamily industry. In addition to 24/7 monitoring of HVAC system performance with Sensi Predict, Cortland can manage the temperature in common areas by updating the Sensi Touch thermostats using the Sensi Manager software from a single desktop location.

"Our technology can help multifamily firms like Cortland achieve one of their top objectives—resident comfort. By leveraging the full suite of Sensi technology, Cortland is equipping their community service teams with the tools to ensure that their HVAC systems are working effectively and to help schedule service and maintenance at times that are convenient for residents and staff," said Craig Johnson, President, Residential Solutions for Emerson. "The combination of smart maintenance, our smart thermostats and multi-thermostat software create a solution that provides unmatched capabilities for property management teams."

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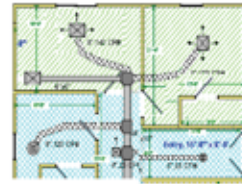
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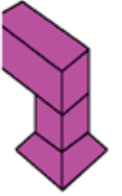
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