The Next Six Months: Scenario Planning for a Pandemic Economy

Covid-19 dramatically altered the contracting and distribution landscape in the first-half of 2020. Although the impact has been uneven, nearly all businesses in the plumbing, heating, and cooling industry have been affected by the viruses outbreak and the subsequent economic shutdown. As stay-at-home orders are being lifted and the typically busy summer season upon us, what might the future hold for the industry?

Jeff Schlichenmeyer - Publisher

Reconnecting Refrigeration Equipment After Quarantine (see page B10)

Ritchie Introduces The BulletX Vacuum Pump (see page 10)

(COPPELL, Texas) June 29, 2020 - Service Nation, Inc. announced that Service World Expo, the largest residential contracting show in the nation, will proceed as planned on September 22 – 24, 2020, at the Tampa Bay Convention Center. This is the first year Service World Expo will be held in Tampa, Florida.

The upcoming event will be the fifth annual expo and has rapidly become the premier event of its kind. The expo is designed for residential business owners who want to improve their profitability by leveraging the newest strategies and leadership techniques. With incredible breakout speakers, numerous networking events, and an exhibit hall that provides the latest technologies, attendance for residential business owners is a must.

“Service World is a game-changer for residential contractor business owners,” said Matt Michel, President of Service Nation. “Even with the current pandemic, residential home services business owners are seeing some of their best growth ever. The expo provides attendees the latest innovations, best business practices, and expert training to help business owners thrive for years.”

SFACA Hosts “Happy Hour” Zoom Meeting Online (see page 6)

A fantastic event for attendees to meet and re-connect with colleagues and enjoy a virtual networking experience.

Enjoy your Freedom! TODAY’S A/C NEWS

Service World Expo Is On In Tampa, Florida

AHR EXPO CHICAGO JAN 25-27 2021
Your Business is Essential.

Now More than Ever.
A contractor was curious about our new pricing package (see below).

He was a small contractor who had it in his head, i.e. believed, that he had to have the lowest prices for a customer to buy. He couldn’t explain a $200 difference in the price to replace a system.

He told me that all of the customers with money were interested in the lowest price and that he was convinced. The only thing that I said that changed his mind…or even opened his mind to the possibility that people don’t always buy on price (ok, about 20% of the population does…those are not your customers).

I finally said, “I can’t help you.” We amicably hung up the phone. And it truly was I CAN’T help you rather than I WON’T help you.

So, after I got really frustrated. I knew that he was destined for low, if any, profitability and wouldn’t have the funds to grow unless he changed his mindset. He bought a job rather than was operating a company. And, he was not doing anything to change his mind.

Will there be times that customers won’t buy? Of course. It’s often been said that people buy at the speed of trust. If they trust you quickly, then they will buy from you quickly. If they don’t trust you, they won’t buy until they do. And, if they never trust you, then they won’t ever buy from you.

This contractor, who was convinced that people bought only on price and that all the people with money were being taken care of by other contractors, never got their trust. If he had, he could have explained the difference in prices and why his higher price was more advantageous to the customer. Would they all have bought? Probably not. However, more would have.

Selling on price alone doesn’t work in the long run. That’s why Val-pak doesn’t work, in my opinion, for the long term. Every study I have done with contractors who have used Val-Pak shows that these people are interested in the lowest price only.

You get the low price sale mentioned in Val-Pak, but at what profitability? People who call are not loyal. They don’t invest in maintenance plans. They are the 20% who always buy on price. If you’re not in Val-Pak the next time, they will call a contractor who is.

(NOTE: If you have different results and are willing to share, I’d love to talk with you about your results… I’d love to be proven wrong in this one!)

Unless you are WalMart or Amazon whose sales volume is in the billions, if your profits aren’t high enough to replace the system, you don’t have the cash to give raises, buy trucks, invest in training and other necessary things to find and keep great employees.

Lee Rosenberg, one of my first clients in the 1980’s, always said that, “It is easy to make money in this industry and it is easy to lose your shirt in this industry.” Lee was President of ACCA and with his son, operates a very profitable company in San Antonio, Texas.

So, do you want customers who appreciate value, are loyal to you, and allow you to earn a reasonable profit…or do you want customers who only buy on price? The choice is yours.

Next Up: Four Ways to Get Rid of Your Hidden Sales Prevention Department

Last week I wrote about uncovering your hidden sales prevention department. If you discovered that you actually have one, here are four ways to get rid of it.

1. Talk about it. Bring the subject out in the open. Give stories where you thought that a customer wouldn’t be interested in IAQ, a new system, a remodeling project, etc. and you were pleasantly surprised when the customer said yes.

This is a conversation you might have many times in many meetings until everyone gets comfortable asking the questions and getting rid of their own biases.

2. Role play. Get everyone comfortable asking the questions you want asked. If your employees can ask the questions in front of their peers, they can ask them in front of the customer. Here are a few questions:
   a. Does anyone in your home have allergies?
   b. Do you have hot or cold rooms in your home?
   c. Your equipment is reaching the manufacturer’s expected life, you might want to think about replacing it.

3. Record telephone conversations.

This is the best way to teach your team members who are in contact with your customers by phone. The team members are often surprised at what they say since they don’t remember their exact words or tone.

4. Ride with the technicians.

When you ride with the technicians you can show them how you want the questions asked in the customer’s home or office. The rule: watch one, do one, (and sometimes teach one).

When you eliminate your sales prevention department, you will have more engaged customers, a growing customer referral base, and more revenue.

Check out 9 Critical Thinking Skills Videos added to the Soft Skills Videos on HVACChannel.tv

Sometimes it is not the technical things that cause you to lose a customer. Sometimes it is the intangibles, the soft skills, that cause you to lose a customer. “Soft skills” are critical to keeping and growing your customer base. This video series is designed to help your team improve listening skills, communication skills, and build a more than satisfied customer base.

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Indoor Air Hygiene Solution Center Combines Expertise from Industry Leaders to Help Reduce Viral Spread as the World Re-Opens

Chicago, Illinois – June 24, 2020 – The leading Indoor Air Quality experts within Madison Industries have joined forces to launch the Indoor Air Hygiene Solution Center at IndoorAirHygiene.com to further their shared mission to make the world safer, healthier and more productive in the fight against COVID-19. This free resource will help people open their doors with confidence and maintain healthy indoor spaces moving forward—from universities and school districts to businesses and medical facilities.

“As the scientific community better understands the spread of COVID-19, they are increasingly looking at airborne transmission. People are unsure about the safety of re-opening and the health risks associated with going back to the indoor spaces we are used to,” said Kris Howard, Group President, Filtration Group Indoor Air Quality. “The collective, unparalleled expertise we have in HVAC and air filtration across Madison Industries is now all in one place. Our group of experts can offer scientifically validated advice and solutions that ensure the high quality of air in these spaces.”

The average American spends up to 90% of their time indoors, making it more important than ever that the indoor environments in which we live, work, shop, socialize and receive medical care are optimized to keep us safe from the novel coronavirus and other airborne pathogens. The resource center at IndoorAirHygiene.com provides step-by-step guides and personalized recommendations that will help people purify the air by removing pollutants, managing humidity, bringing fresh outside air to indoor spaces and/or cleaning recirculated indoor air—all critical measures to reduce viral spread.

Indoor Air Hygiene also provides a competitive advantage to business owners who communicate their focus on safety to their employees and customers. The solutions available in the Indoor Air Hygiene Solution Center are designed to give employees and customers peace of mind and confidence that their safety is the top priority.

The Indoor Air Quality innovators and entrepreneurs across Madison Industries are leading experts in every aspect of air hygiene, including HEPA filtration, air sanitation, humidity control, ventilation, sanitized make-up air, molecular filtration and cleaning/remediation protocols. Industry leading brands include Addison, Phoenix, Santa Fe, Ultra Aire, Quest, Rapid Engineering, WeatherRite, Phoenix Air Systems, Bananza, Purafil, Dafoe, and Filtration Group HVAC. For more information visit www.indoorairhygiene.com.

Air Pros USA Brings Cleaner Air to Boys and Girls Clubs of Broward County

Davie, FL (July XX, 2020) - Air Pros USA Residential and Commercial Air Conditioning Services (Air Pros USA) teamed up with industry partners to donate and install 150 Fresh-Aire UV light systems to the Boys and Girls Clubs of Broward County (BGBCF), Florida. This collaborative donation brings advanced UV technology to 11-club locations so returning children and volunteers will have healthier indoor environments.

“The need for quality indoor air is more critical than ever. We are hopeful that our efforts to improve the air in these safe environments will help more families have the confidence to let children return to the clubs and take advantage of their amazing programs,” said Anthony Perera, founder of Air Pros USA.

Perera is also an Advisory Council member for BGBCF and aligns closely with their mission to enable youth to reach their full potential as productive, caring, and responsible citizens.

“We are constantly working to make the clubs safe for children to pursue their passions and this donation gives us peace of mind that we will all be breathing cleaner air as we welcome back kids and teens,” said Matt Organ, of Boys and Girls Clubs of Broward County. “We’re thankful to Anthony and his partners for their generous contributions.”

To make the donation possible, Perera teamed up with Gemaire Distributors, a wholesale distributor of air conditioning and heating equipment and related parts and supplies in the HVAC/R industry, and Fresh Aire-UV, an award-winning commercial and residential UV light and carbon products provider.

“I am extremely happy to have found business partners and friends at Gemaire Distributors and Fresh-Aire UV and grateful they stepped up for the community to help make this idea become a reality.”

UV light technology compliments air conditioning systems to improve indoor air quality by neutralizing viruses and other microbes as the air circulates through the ventilation system. UV light systems are tested and validated against a range of surface bacteria, viruses, mold, and fungus, and have been shown to achieve up to 99.999996% reduction on microorganisms.

Air Pros USA was founded in South Florida in 2017 on the premise of integrity, reliability, and putting our customers first. Air Pros USA currently employs over 250 experienced professionals with 10 Service locations.
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Tampa
SEPTEMBER 22-24, 2020

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Service World Expo
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ServiceWorldExpo.com
SFACA Hosts “Happy Hour” Zoom Meeting Online

SFACA conducted their first zoom meeting with members giving brief overviews on Covid related topics. The zoom meeting was held at 5pm, on Wednesday, June 17th. There was no cost for this event and it was open to everyone. The zoom meeting included two speakers: Skip Farinhas, SFACA President, and Ellis Wallman of CertiPay. Skip Farinhas spoke about new legislation on virtual opportunities to their members. Ellis Wallman discussed the payroll services and promotions available currently from Certipay. SFACA has been working hard to answer questions and keep the Covid Resource page on their website updated with current information. SFACA continues to only reach out with important updates as they don’t want to overwhelm inboxes, while doing their best to support their members during this time.

One of SFACA’s goals has been to provide social networking opportunities with topical speakers and to provide beneficial programs direct to their members during their meetings. Due to the current social distancing guidelines, this has been challenging to do. SFACA is working to find an alternative to dinners and events. The silver lining to these alternatives is that SFACA is preparing for potential future meetings as well as provide virtual opportunities to their members.

BIZCENTER USA Installs Advanced Body Scanner

BIZCENTER USA just installed a sophisticated Infrared Thermal Scanner model UTi 165K at its Reception. This next generation Reme Halo system that we installed, produced by RGF, a leading environmental American company, comes with PH and UV technology and is designed to eliminate bacteria, viruses, mold spores, odors, air pollutants and chemical odors. Reme Halo brings relief to those who suffer from allergies and other respiratory related issues, and kills 99% of viruses such as MRSA, H1N1, Norovirus, Swine Flu, and even the coronaviruses SARS-COV-1 and MERS-COV. The addition of Reme Halo to our four air conditioning units represents a tremendous plus in a safer environment for our clients.

Since the start of this pandemic BIZCENTER USA improved its cleaning methods with the use of industrial products such as the Vanguard Briza, sprayed all-day long throughout the company to kill bacteria, viruses and provide a pleasant fresh scent. Dutch Plus, a disinfectant applied to all surfaces such as tables, chairs, and door handles, is officially approved against a number of bacteria and viruses, including hepatitis A, B, C, Influenza A, HIV, H1N1, SARS-COV-1, and MERS-COV. A wall dispenser with foaming alcohol hand sanitizer and protective masks are freely available at the entrance.

We are proud to have only 23 private executive suites within our fully owned 4,400 sq. ft. facility and no shared desks or hot desks. Our architecture layout provides an easy way to keep social distancing at the same time that allows peace of mind for our suite users, thanks to sound reduced walls and ceilings, for a great, healthy, and secure working environment. Two internet connections – one with ultrafast 1 Gb – setup with load balancing and failover guarantee the best wired and wireless experience.

Service World Expo is On in Tampa, Florida

Service World Expo will employ the following safety measures: temperature screenings, complimentary face masks, hand sanitation stations, and increased cleaning and sanitation of common areas. Breakout sessions include highly sought after topics such as training, marketing, technology, operations, finance, and newly launched remodeling. Prices are currently $349 until July 1st when it increases to $369, then $379 until September 1st, and $499 until and during Service World Expo.

Service World Expo is an innovative, must-attend conference, trade show, and networking event for residential contractors in the Plumbing, HVAC, Electrical, or Remodeling industry. The event will feature inspirational keynote speakers like author and motivational speaker Kevin Brown, educational breakout sessions, a product showcase, and an unbelievable experience you can only get in Tampa. For more information on Service World Expo, visit www.ServiceWorld Expo.com, email info@ServiceWorldExpo.com, or call 844.742.3970.

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It’s Great to be an HVAC Contractor!

July is a really good month for the HVAC contractor … especially if you live in beautiful, hot and humid Florida. The hotter it is, the better we like it … right?

Florida. The hotter it is, the better we like it … right?

The phone is ringing off the hook for service calls … the office is buzzing with everyone working non-stop from the moment they step in the door. Cha-ning … there is money coming in every day, and the bank account looks healthier than it has all year. What could possibly be wrong?

Well, it could be that one of your best employees you’ve had working with you for the past 20+ years has mentioned they are thinking about maybe cutting back on their hours after this year’s busy summer season … or even whispering the dreaded “R” word. Retirement … ouch!

As painful as it might be to see one of your most loyal team members leave the nest, you can’t help but to wish them well … they’ve worked hard, and of course deserve to be happy with whatever exciting adventures past-HVAC life has waiting for them. But what does this mean for your company … how do you begin to replace a valuable employee when they leave?

The first step is to look within the company. Sometimes this means doing a little shuffling of job descriptions, but you might find that looking at things a little differently could actually present some surprising new opportunities for how you manage your business.

The next step is posting an ad for your available position, and then screening job applicants … the usual hiring process begins.

The task with hiring today is a bit different than in years past. It’s no secret that the air conditioning industry is facing a skilled worker shortage. The recent recession saw many people leaving the business. And with the retirement of so many baby boomers these days, finding quality skilled workers is often an uphill battle.

In many cases, just finding a warm body will suffice, but the future of our industry deserves better than that, which brings up an important discussion topic.

Why is there a labor shortage now?

Much of the problem today with a shortage of workers coming into our industry is caused by these common challenges for young people:

• There has been a move in the education system away from the trades, as many schools have eliminated classes such as shop class, auto mechanics, even welding. With high schools not offering those types of classes, young people who might have gravitated towards a career in the trades don’t have the exposure that could have made all the difference for them choosing to pursue more of a hands-on career option.

• There is reduced outside encouragement for the construction-type field to be considered as a possible career. High school counselors typically emphasize kids to choose the path of a traditional four-year college … going the route of education in the trades isn’t really given much attention.

• Often times there’s no encouragement from family members for young people to even consider the trades as a career alternative … the family may not be familiar with anyone who works in the trades, and therefore doesn’t realize what a viable career choice it could be.

• Industry image gets a bad rap. In general, people who work in the trades aren’t viewed as glamorous, and their professions doesn’t attract attention or generate enthusiasm. Young people don’t realize what a rewarding profession it could actually be … there is no limit to what someone with skills and good training can do to create an extremely successful business (and very comfortable lifestyle)!

Industry consultants for years have warned of an anticipated labor shortage for the trades. With the educational challenges mentioned above, combined with the aging of the workforce, it is something that we can help to fix … as seen from anyone who works in the trades, and certainly doesn’t give much attention.

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The YELLOW JACKET® brand name is synonymous with the highest quality and most complete line of HVACR tools in the industry. The brand’s roots go back to 1946 when Ritchie Engineering Company, Inc., became a hose manufacturer.

The Next Six Months: Scenario Planning for a Pandemic Economy

Continued from Cover Story

Consequently, HARDI projects that in the event of a second shutdown (were it to begin in July and last from 1-2 months) that total demand for AC and ASHP equipment would decline between 35 and 45 percent by year-end from 2019 totals.

No Second Shutdown, Slow to Moderate Recovery

Demand for AC and ASHP equipment – both on a residential and commercial basis – is highly correlated with measures of consumer and producer sentiment, construction spending, new and existing home sales, and a variety of other related metrics. Yet the reason economists, analysts, and other industry professionals have recently been acting as amateur epidemiologists is because, frankly, the direction of the pandemic is the only thing that matters. A return to economic normalcy will only happen once Covid-19 is behind us. On the construction front, once the pipeline of existing construction projects is empty businesses will not sink money into new projects until they have a reasonable expectation of their profitability. That’s why construction is one of the last industries to be affected by a recession, and one of the last to recover. Housing construction, home sales, and consumer sentiment are more prone to roll with the ebb and flows of the economic tide, but these metrics are also unlikely to fully recover until the pandemic is behind us.

Unemployment is a more interesting case. Unemployment offers a useful lens to view the potential outcomes in play. As we’ve already explained, in a more traditional-style recession it takes time for the unemployment rate to fall. However, the matching problem that exists in a traditional recession could be a much smaller problem in this one. While it’s true that it takes time for workers who have been permanently laid-off to find new work, 15.3 of the estimated 21 million unemployed Americans count themselves as temporarily unemployed, meaning they could, in theory, be recalled by their former employers within a moment’s notice. Were that to happen, the unemployment rate would fall from 13.3 percent to 3.6 percent overnight. Although the likelihood of 15.3 million temporarily unemployed workers going back to work at once is incredibly remote, it does at least seem plausible to expect unemployment rates to decline faster from this crisis than in past ones.

In such a scenario, we anticipate AC and ASHP shipments to be down 20-25 percent from 2019 totals.

Moderate to Fast Recovery

The slow to moderate recovery scenario we outlined above assumes that the current recession unfolds as recessions have in the past. However, the current recession is unlike anything we’ve ever seen. This recession was not caused by a financial crisis, a stock-market collapse, an oil crisis (at least not entirely), or a bubble – it was more related to the global pandemic and government mandated economic shutdown. Therefore, it’s entirely possible that this recovery will be faster than others in recent memory. As in the case of the slow to moderate recovery, unemployment offers a useful lens to view the potential outcomes in play. As we’ve already explained, in a more traditional-style recession it takes time for the unemployment rate to fall. However, the matching problem that exists in a traditional recession could be a much smaller problem in this one. While it’s true that it takes time for workers who have been permanently laid-off to find new work, 15.3 of the estimated 21 million unemployed Americans count themselves as temporarily unemployed, meaning they could, in theory, be recalled by their former employers within a moment’s notice. Were that to happen, the unemployment rate would fall from 13.3 percent to 3.6 percent overnight. Although the likelihood of 15.3 million temporarily unemployed workers going back to work at once is incredibly remote, it does at least seem plausible to expect unemployment rates to decline faster from this crisis than in past ones.

If unemployment falls to the levels predicted by the Federal Reserve (9.3 percent), business activity will likely normalize faster than in past recessions. In that scenario we project AC and ASHP shipments to be down 12-18 percent from 2019 totals by year end.

This piece is a summary of a webinar held on May 27th, 2020. For a more complete overview please visit https://hardinet.org/
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Message from FRACCA President Rick Sims

It’s rare that you turn on the news and see an air conditioning contractor in an orange prison jump suit being booked into jail and facing 385 years in prison and more than $250,000,000 in fines and restitution. Florida Attorney General Ashley Moody has had enough. Allegations from 245 complaints to FL Attorney General’s office claim that Bruno Air began installation of HVAC units without obtaining the proper permitting, and in numerous instances, consumers were left with HVAC units that were either incomplete or incorrectly installed. According to the civil complaint, Bruno failed to return consumers’ calls regarding the incomplete installation of HVAC units or the failure of units to pass inspection. Other charges surround fraudulent use of financing programs and customer electronic signatures and fraudulent use of a notary. The reported financial losses to consumers total $2.3 Million.

Greg Guse comes to Ritchie Engineering Company as Director of Engineering. A Minnesota native, Greg graduated from Minnesota State University in Mankato with a Bachelor of Science in Automotive Engineering & Technology and earned his MBA degree in International Business from Marquette University.

Greg was infamous for cold calling other contractors’ customers and claiming that they had purchased their service company. This happened on two occasions to me. Our customers were solicited by phone and when our customer stated that we were handling their maintenance and service, the Bruno employee lied and claimed that they had purchased our company. This same thing happened to many other companies. We will never know how many times they were not caught and those customers still genuinely believed that Bruno bought their service provider.

I would receive skepticism whenever I would say it will eventually catch up to him; contractors had their doubts; I am not sure I really believed it myself. Bruno seemed able to get away with anything. Legitimate contractors applauded the attorney general’s efforts and are eager to see justice. We see this as a strong message to anyone thinking about using our trade to scam Floridians. We also take notice that employees are not held above accountability.

Bruno was featured on a 2015 CNBC edition of “Blue Collar Millionaires” in which the host introduced him as “a former street hustler who has gone from peddling sham websites to pocketing cool millions”. FRACCA members have endured complaints since 2012 but have no authority to discipline non-members; Bruno was not welcome to join any FRACCA chapter due to his widely known abuses. SWACCA received numerous complaints from both HVAC contractors and consumers who wanted something done. SWACCA always pointed out that none of their members carried out business like Bruno and that he was not welcome to join chapter ranks. FRACCA VP Will Barnes who worried of the black eye that Bruno was giving to our trade said in a press release “it’s good to get someone like Bruno off the streets”. Barnes and other contractors who had too often been called in too late for consumers victimized and left with bad installations, discomfort, and financial damages. The arrests have been a long time coming for both consumers and contractors.

Ritchie Engineering Company Hires Director Of Engineering

Proven professional to lead YELLOW JACKET® Engineering Division


Greg is responsible for driving product strategy and development, as well as contribute to the marketing and business strategy for the YELLOW JACKET HVAC/R and Automotive Divisions. “We are thrilled to welcome Greg to our team,” said Tom Ritchie, President. “He has a wealth of knowledge and experience in engineering that will serve our customers and brand very well.”

Greg Guse comes to Ritchie Engineering Company with more than 20 years of experience in power generation engineering, including the design of the triple dumping truck and refuse trucks. Most recently, Greg worked as the Mechanical Engineering Manager of the Value Enhancement Team at Alliance Laundry Systems in Ripon, WI.

A Minnesota native, Greg graduated from Minnesota State University in Mankato with a Bachelor of Science in Automotive Engineering & Technology and earned his MBA degree in International Business from Marquette University.

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

Central-Air Conditioners and Air-Source Heat Pumps


Year-to-date combined shipments of central air conditioners and air-source heat pumps decreased 6.7 percent, to 2,385,007, down from 2,604,077 units shipped during the same period in 2019. Year-to-date shipments of central air conditioners decreased 1.5 percent, to 1,579,040 units, down from 1,602,941 units shipped during the same period in 2019. The year-to-date total for heat pump shipments increased 0.5 percent, to 1,005,967, up from 1,001,136 units shipped during the same period in 2019.

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CoolAutomation, an industry leader in HVAC connectivity solutions, is launching its new cloud-based HVAC Remote Service Provision and Control Application Solutions.

The new solutions allow HVAC service professionals to diagnose HVAC problems remotely and save unnecessary and costly travel time. HVAC professionals can now remotely troubleshoot issues using real-time and historic data trends and big-data analysis, and receive automatic error and anomaly notifications in their office or on their mobile phones.

According to Roy Muchtar, VP of Products at CoolAutomation, “The Service Provision Solution is truly revolutionary for HVAC service companies and professionals as it provides the ability to remotely and intelligently monitor, diagnose, and pro-actively service HVAC systems”. He adds, “As the world is facing one of the major pandemics in history, with travel restrictions affecting almost every aspect of how industries operate, it is even more evident that having the infrastructure for remote services is an essential element in assuring business continuity. Our new Service Provision Solution provides exactly the tools that will allow HVAC service providers to offer remote services to their existing customers while attracting new customers who now understand the value of remote service for their business”.

The Service Provision Solution delivers many unique benefits such as remote HVAC diagnostics and monitoring, customizable predictive maintenance alerts and error notifications, and built-in support for multi-vendor HVAC environments.

Using the new Service Provision Solution, HVAC service professionals can define rules for automatically identifying system anomalies that may indicate potential system malfunctions. Together with push notifications, this provides a powerful and unique preventive maintenance service offering. Furthermore, in commercial HVAC deployments, it is quite common to find more than one HVAC brand installed in one site or facility. HVAC companies and service professionals now have a one-stop solution to remotely access, diagnose, and service such hybrid installations.

With many businesses currently rethinking expenses, these new tools can improve HVAC service providers’ efficiency and drive operational costs down: fewer unnecessary site visits and travel downtime, preliminary “remote visits” that help HVAC service teams arrive prepared on-site with the right equipment and spare parts, expedited support cycle from diagnostics to repair and optimized system efficiency for better customer experience.

The Solution was tested over the first quarter of 2020 and now supports our customers in the US, Israel, and Australia.

In addition to the Service Provision Solution, CoolAutomation is also launching its new cloud-based HVAC Control Application.

The Control Application allows end-users to remotely control their HVAC with features such as turning units on/off, setting temperature setpoints, changing operation modes, setting custom schedules, and more. The new application presents immediate feedback and confirmation from the HVAC unit that the change was made and displays actual error codes to help with troubleshooting or contacting service teams.

According to Yaron Benvenisti, CoolAutomation CEO, “As an industry leader in technologies for HVAC automation and connectivity, we are delighted to unveil these 2 products. Our Internet of Climate (IoC) solutions are a universal concept designed to allow any climate system to be internet-connected easily, securely, and reliably. These technologies will play a crucial role for any professional within the HVAC service, management, or home and building automation industries – especially in today’s accelerated rate of demand for remote technology and adoption.”
ARS/Rescue Rooter of Tampa Bay Surprises Healthcare Hero on COVID-19 Frontline with Home Services Makeover

ARS/Rescue Rooter of Tampa Bay, a local HVAC provider and part of the American Residential Services (ARS) Network of Brands, is providing a new HVAC unit to Karie Soto, a deserving RN at Lakeland Regional Hospital as part of the ARS Cares Healthcare Heroes program. The program is an extension of the year-round, company-wide ARS Cares initiative, and is rewarding more than 50 free home services makeovers to healthcare professionals across the country during the current COVID-19 crisis.

Soto was nominated by her sister and a friend. As physically and mentally hard as it is especially during COVID-19, Karie says that working with the patients and her fellow nurses is the most rewarding part of being a nurse on the floor. She continues to use the skills she has learned to help improve the quality of care offered at Lakeland Regional Hospital. The installation of Soto’s new HVAC unit was completed on June 12th.

Following the announcement of the ARS Cares Healthcare Heroes program on May 13, family, friends, and co-workers were invited to share stories of why a Tampa Bay area frontline worker was deserving of home improvements that would deliver relief and relaxation. ARS received more than 400 nominations.

The ARS Cares initiative was launched in 2016, and since that time, more than 90 home services makeovers have been completed, donating more than $500,000 of HVAC systems and water heaters to deserving recipients. To learn more about ARS Cares and view official Terms & Conditions, visit ars.com/ars-cares.

HARDI Distributors Report 10.2% Revenue Decline in May

COLUMBUS, Ohio, June 29, 2020 – Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing the average sales performance by HARDI distributors was a decrease of 10.2% percent during May 2020. The average annual sales growth for the 12 months through May 2020 is 0.4 percent.

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

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

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

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

HARDI proudly represents more than 480 distributor members representing more than 5,000 branch locations, and close to 500 suppliers, manufacturer representatives and service vendors.

ARS/Rescue Rooter of Tampa Bay

Lakeland Regional Hospital

ARS Cares Healthcare Heroes program

May 2020

10.2% Revenue Decline

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115 VOLT VS 230 VOLT: The GREE mini split product line offers 115 volt single zone mini split systems in the VIREO and the LIVO models.

What exactly is the advantage of the 115 volt vs 230 volt system, if any? Well, let's take a close look...we will use the LIVO as our reference point.

Above we see the performance (capacity), data for the LIVO 9 & 12K 115 volt models vs 230 volt. The performance is similar with the 115 volt having a slightly lower end and a slightly higher high end. All in all, a wash I would say.

Above we see the efficiency ratings...they are identical other than a slight difference in EER. Once again, I'm calling it a wash.

Above, we see the cooling and heating temperature range and it is identical for both the 115 volt and the 230 volt LIVO.

Above we see the electrical characteristics and finally we see some tangible differences between the 115 volt and the 230 volt equipment.

But do we? At first glance, it would appear that the 230 volt equipment has a sizeable advantage in "rated current amps" in both cooling and heating. What we must remember here is that the 230 volt equipment has two "hot" legs from the power source so we must X the 230 volt amp rating by two. For example...

Power bills use Kilowatts / Hour as their unit of measurement. The formula to figure Watts usage requires both volts and amperage:

\[ \text{Watts} = \text{Volts} \times \text{Amps} \]

Let's use the LIVS09HP115V1B as the reference point...

115 (volts) X 11.3 (amps) = 1299.50 Watts

Let's look at the LIVS09HP230V1B...

230 (volts) X 5.8 (amps) = 1334 Watts

All of a sudden, all advantage is lost and the "rated current amps" are a wash as well. Same goes for the Minimum Current Amps MCA and the Maximum Over-Current Protection MOCP. The cost of operation is essentially the same.

You can go to the DOE webpage for APPLIANCE & EQUIPMENT STANDARDS PROGRAM and see that the estimated annual cooling and heating cost are identical for the 115 volt and 230 volt LIVO models.

I found a great article written by Matthew Simmons of INYO Pools that addresses one advantage the 230 volt system has...here is an excerpt:

"Most houses in the US have access to 230 volts as you may have noticed when installing heavy duty appliances such as a washer and dryer or electric range. In the pool industry, pool motors with a horsepower output of two or above almost always are 230 volt hook up only. This is because with high voltage comes great amperage. When we flick the switch on a monster of a 3 HP motor, that mechanism demands amps to be able to fire the capacitor, switches and windings. If there is a delay in amps reaching the motor, it may cause the motor to overwork and overheat to compensate. This extra work put in by the motor means it is more likely to fail earlier than it should.

\[ X = 11.6, X = 12, X = 12.4, X = 18, X = 18, X = 20 \]

Think of it as if we were sipping a thick milkshake but all we have is a thin straw. When you begin to sip on the straw no matter how hard you try, you will go red and eventually quit with your thirst not quenched. That is essentially what happens to a big motor using 115 volts. It's got a fever, and the only prescription is more amps. Now switch that tiny straw with a hefty wide straw, your work load lessens. Voltage is the straw, and the amps are the milkshake. Voltage is just there to help convey the amps to the unit."

I love the milkshake analogy... BRILLIANT!

So, the 230 volt system holds an advantage with getting more amps to the equipment quicker and it does so with a smaller diameter wire. I think GREE’s milkshake and straw analogy might have been better understood if he said 230 volts is like using two straws as opposed to one. The 230 volt system can utilize a smaller diameter wire which will be less expan- sive then that used for 115 volts...here lies a possible cost savings when the power source is a fair distance from the equipment.

The above is from page 5 of the LIVO installation manual. Note the larger wire required for the 115 volt systems (the smaller the number, the larger the wire, i.e., 10/3 is larger than 14/3).

I think the difference between 115 volt vs 230 volt lay in the application...not the equipment.

What I mean is...take the residential home with an old, outdated electrical service. It may not have the space available in the breaker / fuse box to accommodate a 230 volt circuit, (requiring two breakers/double pole as opposed to one). Not every homeowner right now can afford to upgrade the home's electrical service and have a GREE mini split system installed...choices must be made and luckily, there are choices!

In this scenario, the 115 volt product allows the installer to offer the homeowner all the advantages the GREE product has to offer...inverter compressor, onboard diagnostics, 23 SEER (VIREO) and more! So, that all said, I think the difference between the 115 volt vs 230 volt equipment is limited to the following...

**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
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THANK YOU
Frontline HVAC/Refrigeration Technicians!

In celebration of National HVAC Tech Day and World Refrigeration Day, Tropic Supply created several video tributes to thank the essential, frontline workers in both the HVAC and Refrigeration industry. As a company, we wanted technicians to know how much our families appreciate their hard work and dedication to keep our homes and businesses cool and refrigeration systems up and running. In recent months, many have risked exposure to COVID-19 to keep our community comfortable and essential businesses open. We know it is sometimes a thankless job, and did not want their efforts to go unrecognized. Please join us in thanking our hardworking technician community by commenting on the tribute videos posted to the Tropic Supply YouTube channel.

Call or visit your local Tropic Supply Resource Center today!

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I have been requested to write a column on airflow. Is it 400 CFM per Ton? Or not? I’ll do that soon. Before we get into that I’d like to review the fundamental relationship between airflow and moisture removal.

Let’s start out by seeing what it takes to remove 100 lb of water vapor from the air over the period of a day, 24 hours. 100 lb, 12 gallons. That’s a lot of water; not crazy-loc. It might take that much dehumidification to dry out a big leaky house.

I’m going to convert the 100 lb to grains, a common unit of measurement for moisture in air. There are 7,000 grains in a pound of water, so we will be removing:

100 lb/day x 7,000 grains/lb = 700,000 grains/day.  

Water vapor to be removed.

Each pound of 75°F/50% rh room air contains about 65 grains of water vapor. Real scientists working in pounds of moisture would say .009286 lb/lb-dry air. Isn’t 65 grains easier to say?

Let’s suppose we can drop that moisture content by 10 grains/lb air, to 55 grains. That could be a 1.0 ton unit with 4-row evaporator coil.

On the other hand, what if our air conditioner delivered 60°F/80% rh air @ 62 grains? Our delta grains would be 65-62 = 3, and:

700,000 ÷ 3 = 233,333 lb-air/24 hr ÷ 24 ÷ 9722 ÷ 13.3 = 1,255 CFM.

We would need to run a 5-ton, 90 SHR AC system 24/7 to remove 100 lb of moisture each day.

Let me say all this in another way: it can take 5x as much air and AC to remove a given amount of moisture if the coil isn’t cold, something the VRF manufacturers might think about—can’t they come up with a better way to modulate capacity than slowing down the compressor on a call from the room thermostat?

Another way to think about this fundamental: start with an airflow of 400 CFM, 1.0 traditional ton, cooling 75°F/50% rh room air to 54°F/ saturated, 53.3 grains.

The moisture removal would be:

4.5 x 400 CFM = 65-53.3 = 21,060 Gr/hr ÷ 7,000 = 3.0 lb/hr.

Each nominal ton of cooling can remove 3.0 lb of moisture. A representative 2-ton system might remove 6 lb/hr, 4x as much as the 70 ppd dehumidifier that might be connected to it. But only if the coil is cold.

Now slow down the fan to 300 CFM per ton and suppose that results in 50°F/90% rh leaving air, 48 grains.

The moisture removal for this same 1.0 ton system would be:

4.5 x 300 CFM = 65-48 = 22,950 Gr/hr ÷ 7,000 = 3.28 lb/hr.

This computation illustrates how changing airflow affects moisture removal, an increase of about 10% in this case, by reducing airflow from 400 to 300 CFM per ton.

Although it technically does not affect system airflow, let’s see why we were talking about 100 lb of water vapor per day. Start with another big, round number: drying 80 CFM of Outdoor Air from outside to inside conditions. That’s how much OA you might introduce to a large home with a mechanical ventilation system. How many pounds of air does that amount to in a day’s time?

80 CFM x .075 lb/CF x 60 minutes/hour x 24 hours/day = 8,640 lb of air per day.

That’s a lot of hot hair…even more than I produce at a seminar. At design outdoor humidity conditions in Ft. Myers, each pound of outdoor air contains 146 grains of moisture; indoor air contains 65 grains. So we have to remove the difference:

146-65 = 81 grains/lb-air difference or ∆ grains

In our example that amounts to:

8,640 lb air x 81 grains ÷ 7,000 grains/lb = 99.98 lb water removal per day.

That’s right, a ventilation rate of 80 CFM OA will introduce 100 lb of water to the home in 24 hours. A perfectly tuned 2-ton AC would have to run 17 hours without short cycling to take out that much water. If you have much less than 75% run time you better be thinking about a different dehumidification strategy.

So be thinking of moisture removal when you set airflow. Lower airflow and more grains depression (lower dew point) will result in more moisture removal. Until next month then…stay tuned.

Andy Åsk is a Ft. Myers HVAC Engineer and Building Science Consultant to Madison IAQ.
Nu-Calgon Launches New Line of Eco-friendly Refrigerants

St. Louis, MO – Nu-Calgon has launched the EcoPure™ line of hydrocarbon eco-friendly refrigerants, along with a Charging Assembly that simplifies their use in the field. EcoPure R-290 propane and R-600a isobutane refrigerants meet AHRI 700 Standard (99.5% pure), and they have zero ozone depletion and very low global warming potential. The purity of these refrigerants prevents unwanted problems from occurring within refrigeration systems.

Non-odorized EcoPure refrigerants include a re-sealable valve on the canister, allowing contents to be used to completion. Some competing refrigerants on the market use a piercing valve-type set-up, which forces the contractor to use the entire can once it is opened; plus it invites an added hazard with use of a flammable refrigerant.

The EcoPure Charging Assembly securely holds the refrigerant in an inverted position to precisely meter liquid refrigerant to gram-weight accuracy. There's no need to use a cumbersome manifold gauge set for charging while trying to weigh the refrigerant amount. The Charging Assembly prevents unwanted problems from occurring within refrigeration systems.

AHRI Members, Others Seek Tax Credit Expansion

Arlington, VA — A number of American manufacturers of heating, cooling, and water heating products — members of the Air-Conditioning, Heating, and Refrigeration Institute (AHRI) — joined more than 750 contractors and distributors from across the country in asking Congress to extend and expand existing tax credits for home energy efficiency improvements.

In a letter to House and Senate leadership, the companies, which represent some 2.4 million American jobs, requested the extension as a means to help equipment manufacturers, technicians, installers, distributors, and homeowners alike in weathering the pandemic that has cost more than 400,000 jobs since March of this year.

AHRI is in strong support of extending and expanding the tax credit as a means of restarting the moribund economy brought about by the coronavirus pandemic. “This expansion would be a shot in the arm for manufacturers, distributors, installers, and consumers alike and would go a long way toward jumpstarting our economy,” said AHRI Sr. Vice President of Government Affairs Samantha Slater.

“This tax credit has a proven track record. It puts contractors and manufacturers in this industry back to work while making home improvements that lower homeowners’ heating and cooling bills, improve home comfort, and address important environmental objectives,” the letter states, while seeking a reset of the lifetime single-use cap on the credit and raising the amount from the current 10-15 percent of eligible expenditures to 30 percent, up to $2,400, for the purchase and installation of energy efficient cooling and heating systems, windows, insulation, water heaters, and other energy efficiency improvements.

The letter touts the success of a similar initiative, during the recession of 2008-2009, that raised the credit to $1,500 for certain equipment, which drove “billions of dollars in economic activity.”

In closing, the letter notes that “nearly 80 percent of energy efficiency companies have fewer than 20 employees, and these small businesses have been the hardest hit in our sector by the pandemic shutdown, with workers unable to get into homes and buildings to do their work,” and concludes that “providing a robust tax incentive for homeowner energy efficiency improvements will quickly restart this industry and help put these workers back on the job.”

ASHRAE Offers Free Building Reopening Webinars

ATLANTA (June 12, 2020) – ASHRAE Learning Institute (ALI) will offer three free webinars plus a detailed course targeted to the European and Middle East regions, focused on mitigating potential health risks during reopening of buildings closed during the COVID-19 pandemic.

“As buildings begin to reopen after the COVID-19 closures, it’s important to make sure that building readiness plans are in place for the safe and efficient operation of HVAC systems,” said 2019-20 ASHRAE President Darryl K. Boyce, P.Eng. “These free online training opportunities will provide strategies to keep people safe and a healthy indoor environment for building occupants.”

Register at www.ashrae.org/onlinecourses.
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New Munsters Whitepaper Explores How Humidity Affects Viral Infectivity and Longevity

Amesbury, Mass. (June 18, 2020) – There is a demonstrable link between humidity and the infectivity and longevity of a variety of viruses, such as influenza and coronaviruses, according to a new whitepaper by Munsters, a global leader in energy-efficient and sustainable air treatment solutions. Titled “How Humidity Control Can Reduce Viral Infectivity and Longevity,” the scientific report addresses how it is possible to reduce the transmission and longevity of harmful viruses by controlling indoor Relative Humidity (RH) levels.

The paper is based on gathered research, including studies on the efficiency of respiratory droplet transmission at humidity and temperature, virus survival and transmission at absolute humidity levels, and the effect of environmental parameters on the survival of airborne infectious agents. Among the most notable and timely findings, the research demonstrates that at RH levels between 40 and 50%, many types of common and harmful viruses, such as influenza and coronaviruses are rendered inert much more quickly than at RH levels of less than 20%.

“Viruses that cause respiratory illnesses are often transmitted by viral particles through coughing, sneezing, talking and breathing,” said Martin Ginty, Global Pharmaceutical Industry Manager for Munsters. “Research referenced in our whitepaper suggests that maintaining an indoor RH% level between 40 and 50% yields the maximum protective effect from both aerosolized and settled virus particles and that by maintaining these levels it is possible to contribute to a healthier, safer environment.

“This evidence is particularly relevant in locations where winter tends to consist of low outdoor temperatures and low indoor humidity, as these conditions provide a favorable environment for viral transmission,” added Ginty. “By effectively controlling indoor climates in these locations, it is possible to limit the transmission of harmful viruses.”

Maintaining target RH levels can be accomplished using humidity control solutions which facilitate precise RH control for indoor environments. Further, the research concludes that providing a healthy indoor climate, where indoor temperatures are kept at a typical ‘68° Fahrenheit, is always useful, but particularly during times such as the summer season, where indoor temperatures and absolute humidity levels tend to be lower.

For more information on how humidity control can reduce viral infectivity and longevity, download the Munsters whitepaper at https://www.munsters.com/en/virus-control?country=us.

Mitsubishi Electric Trane HVAC US
M-Series SUZ Available with Hyper-Heating INVERTER®

SUYANE, Ga. – June 8, 2020 – Mitsubishi Electric Trane HVAC US (METUS), the exclusive supplier of Zoned Comfort Solutions® and a leading supplier of Variable Refrigerant Flow (VRF) heating and cooling systems, announces the expansion of the single zone outdoor unit to include Hyper-Heating INVERTER® (H2i) technology. The single zone outdoor unit is part of the M-Series product line from METUS, which includes indoor units, outdoor units and central systems for commercial and residential applications available in 9,000, 12,000, 15,000 and 18,000 BTU/H capacities.

It is ideal for residential or light commercial applications, the SUZ outdoor unit is designed with a built-in base heater and Blue Fin anti-corrosion coating over the condenser coil to enhance energy efficiency. For more information about the SUZ universal outdoor unit visit www.mitsubishicomfort.com.

What to Check Before Condensing the TXV

By Bryan Orr

Hvac School For Techs By Bryan Orr

I just noticed this portion of the Carrier air handler sticker for the first time the other day. I’m like most techs, it’s easy for us to ignore the great info posted right in front of you on the data tag because so many of the notices contain info you are used to seeing. I like this list because it is very practical.

Verify airflow is correct – Easier said than done but this includes a visual inspection of the air filter, evap core, and blowers and wheels, checking all of the air handler/furnace /control settings and verifying you are getting the correct calls/signals and then checking static pressure. Some purists suggest actually “measuring” total system airflow but this can be very tricky, but if you own a TrueFlow grid or are very experienced with a hot wire anemometer.

Check Subcooling at the outdoor unit and verify charge – You need to have a solid line of liquid delivered to the TXV for it to do it’s job. Get the charge set first by subcooling before overanalyzing valve operation.

Confirm TXV bulb is properly attached and insulated – This should be done with a factory brass or copper strap or with a stainless steel strap. In all cases, it should be snug with no gaps in the suction line contact. If a bulb is loose or uninsulated it will generally run lower than design superheat.

Verify the system is free of contaminants and moisture – This is less something you can "verify" and more something you prevent by purging nitrogen, flowing nitrogen while brazing and evacuating to below 500 microns with a standing decay test. It is important to know your yardstick of your diagnostic leading to “bad TXV” diagnosis that you check for temperature drop across any filter driers or screens first.

Be sure the evaporator and condenser coils are clean – This is just good general advice and something we should be checking along with air filters and blower wheels anyway.

Bryan

The post What to Check Before Condensing the TXV appeared first on HVAC School.

HOPE for HOMES Act of 2020 to Stimulate the Residential Energy Efficiency Industry

June 24, 2020 – Washington, DC – The Building Performance Association actively supports the HOPE for HOMES Act of 2020, which includes immediate relief and long-term support for the residential energy efficiency contractor industry negatively affected by the COVID-19 pandemic. Introduced in the House and Senate on June 24, the bill has bipartisan support and offers a two-pronged approach to support the contractor training and fuel re-hiring while providing incentives to homeowners to invest in energy efficiencies in their homes.

Since the start of the pandemic, the energy efficiency sector has lost over 413,000 jobs with many organizations to lose many more if immediate action is not taken. HOPE for HOMES Act proposes $500 million to support online training for contractors, preparing them to significantly increase America’s existing home infrastructure through the $6 billion Home Energy Savings Rebate program.

“We need the HOPE for HOMES Act for immediate relief for our contractors to receive adequate training to revive the industry,” said Steve Skodak, CEO of Building Performance Association. “Providing accessible training for contractors on one side and incentive for homeowners to apply energy efficiencies to their home on the other creates a clear opportunity for everyone.”

Through the establishment of grants for online workforce training, residential contractors will immediately gain access to online training designed to prepare them to conduct comprehensive home energy efficiency retrofits. These stipends will allow contract- ing businesses to re-hire and re-invest in their employ- ees during the economic downturn.

The Home Online Performance-Based Energy Efficiency (HOPE) qualification is designed to serve as a pathway to participate in the Home Owner Manage- ment (HOM) Rebate programs. The HOPE Act would provide rebates to homeowners who undertake energy efficiency home retrofits, thereby supporting contractor small businesses that are providing energy effi- ciency products and installation for their customers.

The program will spur the creation of important jobs in contracting, manufacturing and retail sales of en- ergy-efficient technologies and products. Contracting companies and independent teams will be created by small business contractors. The HOPE for HOMES Act would support these small businesses and local job creation across the country during a time of need.

Along with the advocacy work of Building Perfor- mance Association and support by its members, HOPE for HOMES Act has the wide support of organizations across the industry including Air Conditioning Contractors of America (ACCA), Johnson Controls, Mit- subishi Electric Trane HVAC, National Association of Home Builders (NAHB) and National Association of State Energy Officials (NASEO).


The Building Performance Association is a mem- bership-driven 501(c)6 industry association dedicated to advancing the home and building performance indus- try. Built upon three decades of experience, the association is well-positioned to provide industry sup- port through key areas including advocacy, education, programs, networking, publications, and community. Our members are individuals, companies, and orga- nizations who work to deliver improved energy effi- ciency, health, and environmental performance to people in their homes across the United States and Canada.
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When you test poorly performing systems that use flexible ducts, there are reoccurring installation problems that lower airflow and reduce comfort efficiency. However, with some attention to detail, you can easily correct and prevent the most common mistakes. Let’s expand on how you can provide better flexible duct installations to assure your systems work as intended.

**Avoid Sharp Turns**

To increase the performance of your installations, avoid sharp flex duct turns at all costs. Systems work best when you route ducts as straight as possible. Because of many obstacles found in homes today, this isn’t an option.

When a duct must make a turn, do your best to keep it to a minimum. Long sweeping turns work best and allow an easier path for air to travel. Sharp, 90-degree turns kink the flex duct internally and reduce room airflow. As the sharp turn restricts the duct, static pressure in the system rises causing a decrease in system performance.

Some common places these restrictions occur are improper duct connections to takeoffs and boots. At the connection point there is often an abrupt turn that destroys airflow. Solve this by providing plenty of support for the duct where it changes direction or use a sheet metal elbow. Structural framing is another common obstacle you’ll find in many attics. To get around them, you may need to reroute ducts or find another location to avoid sharp turns.

**Increase Duct Support**

Sags and kinks from inadequate duct support are a common cause of poor airflow and comfort complaints. Many installers only support the duct every five to six feet, which results in severe drooping. This condition will worsen over the life of the duct system and continue reducing airflow. Ideally, flex duct should not sag more than one inch in a four-foot length.

Kinks in the ducts require additional support. When you use narrow materials for hanging such as plumbing strap or wire, the duct becomes choked at that point. In some cases, wire can cut into the duct causing air leakage into unconditioned areas of the building.

When these defects exist, air gets choked off and slows down. To correct these problems, provide support at more frequent intervals such as every three feet instead of five, six, or seven feet. When installing more support, make wise choices in strapping materials to prevent kinks. At a minimum, use three-inch wide hanging straps or metal bands to cradle the duct. When you use these two methods, you can make your flex duct installations perform as well or better than sheet metal duct systems.

**Remove Excess Core**

Another common defect that results in low airflow occurs when the flexible duct inner core bunches up as it’s fastened to a boot or takeoff. This happens if you don’t pull the core tight and cut it to length. If you don’t cut the inner core and pull it tight, once you pull the insulation over the boot or collar this problem gets worse because the core further compresses.

When renovating duct systems, we often move members to three-inch straps so that a visual inspection would have missed. As a result, we’ve measured airflow increases of 30 to 40 cfm on a six-inch duct.

Remember to stretch ducts out as tight as possible. Once you connect the duct to the boot or takeoff, stretch it tight again from the opposite end to make sure you remove any excess core. Complete the connection by attaching the other end and finishing the install.

**Size It Right**

You can follow the three previous steps to the letter and still doom a duct system to poor performance if you size ducts according to old-school rules-of-thumb. When you size flexible ducts with methods intended for sheet metal duct, low airflow and high static pressure will result. These duct materials have two different interiors. Sheet metal has a smooth surface while flex has an uneven helix core.

Your systems will perform much better if you design your flexible ducts larger. Many like to use the 0.5 friction rate on a duct calculator and assume a six-inch duct delivers 100 cfm. If this is your expectation, the results will disappoint you. However, if you must use a metal duct calculator and default value, size your ducts at the 0.05 friction rate and follow the installation guidelines above. This gives you a greater chance of success and delivers systems that perform closer to intentions.

**Trust but Verify**

The rubber truly meets the road when you measure the airflow delivery of your systems. You can battle over duct design methods all day long, but until you take measurements and verify the installation delivers the required airflow, it’s strictly a guess.

I encourage you to cover these four details with your installers and give them the flexibility to do the job right the first time. Your customers will appreciate it.

If you’re an HVAC contractor or technician interested in learning more about airstream testing, contact David at davidc@ncihvac.com or call him at 800-633-7058. NCIC’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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**HVC Solutions Supplier, NAVAC Highlights Three Models Ideal for Industrial and Commercial Operations**

Lyndhurst, NJ – NAVAC, the world’s largest supplier of HVAC vacuum pumps in addition to a wide array of tools, gauges, charging machines, recovery units and other industry-specific items, is introducing a set of solutions designed to significantly reduce the hassle and time needed to service large industrial and commercial HVAC systems.

Industrial and commercial HVAC systems typically contain exceedingly high amounts of refrigerant to be removed. Many also have a lengthy heavy-duty cycle, requiring HVAC tools servicing them to run continuously for extended periods – often days rather than hours. Another servicing challenge for recovery units and vacuum pumps is the frequent presence of moisture and other contaminants found in these systems. Considering these factors, prema-
Venstar’s New Explorer Mini Fan Coil Digital Thermostats Deliver Big Features in a Small Footprint

CHATS WORTH, Calif., June 10, 2020 — Venstar®, a leading thermostat and energy management systems (EMS) manufacturer, today launched its new Explorer® Mini Fan Coil digital thermostats, the most affordable programmable Wi-Fi® thermostats on the market. Available in residential and commercial models, Explorer Mini thermostats pack big features into a small footprint of just 3.2 inches wide by 3.2 inches high and less than an inch deep. Explorer Mini thermostats are now available throughout North America from Venstar’s exclusive network of Wholesale HVAC Distributors.

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

On the Skyport Cloud website, users have access to more advanced programming options, including global changes to temperature, mode, time periods, holidays and vacations as well as geofencing. For additional integrations, Venstar’s Application Programming Interface (API) enables developers and installers to integrate the thermostats with other third-party systems, including most home automation systems. For more information on the Explorer Mini Fan Coil residential (T2100) and commercial models (T2150) and their features, visit Venstar: www.venstar.com

Best Practices When Reconnecting Refrigeration Equipment After Quarantine

June 2020 - During these times of coronavirus pandemic, quarantine and lockdown procedures, many food service businesses have had to shut down for a while or had their demand strongly reduced. In result, some may have chosen to disconnect their refrigeration equipment to save energy. In this case, there are some easy measures that can be taken to protect the equipment in order to work properly when reconnecting it.

Tips for reconnecting disconnected equipment

- If the equipment will not be used for many days and disconnecting it ends up being the proper choice, here are some recommendations by Application engineers David Ramirez and John Pratt, and Technical Service Specialist Denny Martin, all from Nidec Global Appliance, holder of the Embraco brand, a global reference in technology for the compressor and commercial cold chain.

Both have many years of experience working with Embraco’s compressors and refrigeration solutions. They recommend:

- Before restarting, take the opportunity to make any maintenance needed in the equipment. It’s very important to make sure that the condenser and evaporator are clean before allowing the cabinet to be restocked. Once the equipment is started back up, make sure the cabinet has achieved the design temperature in the refrigerated space before allowing it to be stocked with product.

- There are two things that may occasionally happen when restarting the equipment after a long period of time: a longer time to reach the design temperature and an elevated energy consumption, which is normal in this situation.

- It’s a good idea to allow the cabinet to achieve design temperature before stocking the product so as not to overload the equipment and increase pull down time unnecessarily. The compressor works hardest during a hot pull down and typically will remain at full load amperage until reaching the correct temperature.

- Once the product is loaded, check cabinet temperature again and note the time it took to pull down. Turn on any taps on all machines if possible once the cabinet has reached temperature. It’s also a good time to inspect and tighten all electrical connections.

- It is necessary to restart the equipment with a big stock of product, then avoid turning it off again for at least 24 hours. It is also recommendable to allow the equipment to reach a stable condition of temperature before putting more products inside it again.

- The most important thing to consider when restocking equipment that has been off is that the product going into the cabinet is at temperature and not too warm or it will take very long to reach the appropriate temperature.

- To conclude, David Ramirez explains that disconnecting equipment to save energy is not always the best choice if it is only for short periods of time. Normally, you imagine that will improve the energy consumption of the equipment by shutting it off in moments when there is no demand, such as in the night. In this case, we have to take into consideration that when we disconnect an equipment, the internal temperature tends to get higher and when turning it on again, it will require a lot more energy to pull down the temperature. “The temperature variation also accelerates the decomposition of food and beverages, so the recommendation, in short period situations, would be to put the equipment in economy mode and not to turn it off”, completes the engineer.

Going to School on Long-term Cooling Tower Solutions

Sometimes, the best way to learn is by simply taking a fieldtrip. That’s exactly the route two institutions recently took and received some valuable lessons.

For the Harnett County School District in North Carolina the time came when Western Harnett High School was in dire need of an improved cooling tower solution for an HVAC system. Used in combination with source water heat pumps to warm the high school, the original metal cooling tower had been patched so often that making additional repairs was no longer possible.

To come up with the best solution, the school district reached out to Jeff Shropshire, Project Manager for Brady Services, Greensboro NC. Brady provides comprehensive building solutions and technical support for building owners, facility managers, engineers and contractors. Recognizing the inherent weaknesses of traditional metal cooling towers Shropshire’s team pursued a more durable and affordable solution that is steadily transforming HVAC and industrial applications: the engineered plastic cooling tower.

Constructed of high-density polyethylene (HDPE), this technology was first developed by Delta Cooling Towers (www.deltacooling.com), and has demonstrated unmatched durability and performance characteristics, even when compared with pricey stainless-steel models. This type of cooling tower has characteristics, even when compared with pricey stainless-steel models.

Exhausts to harsh gases from wastewater treatment. These engineered plastic cooling towers are unaffected by pH from water sources, including evaporation make-up water, and even the water treatment chemicals that attack metal towers from the inside out.

Because HDPE cooling towers are impervious to caustic environmental elements that continually attack metal units, ranging from marine air and airborne processes exhausts to harsh gases from wastewater treatment. These engineered plastic cooling towers are unaffected by pH from water sources, including evaporation make-up water, and even the water treatment chemicals that attack metal towers from the inside out.

High nett High was a “modular” TM Series model that proved to be to put the equipment in economy mode and not to turn it off”, completes the engineer.

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Carrier Launches Healthy Buildings Program to Help Customers Reinvent Their Buildings for Occupant Health

PALM BEACH GARDENS, Florida, June 2, 2020 — As people around the world adjust to a new normal, the health of our buildings – and how they influence personal health – is critically important. Today, Carrier introduced its Healthy Buildings Program, an expanded suite of advanced solutions to help deliver healthy, safe, efficient and productive indoor environments across key verticals including commercial buildings, healthcare, hospitality, education, retail and marine. In support of this, Carrier today also launched Corporate.Carrier.com/HealthyBuildings to help customers consult with Carrier’s experts to take advantage of the broad range of industry-leading healthy building technologies. Carrier Global Corporation (NYSE:CARR) is a leading global provider of innovative heating, ventilating and air conditioning (HVAC), refrigeration, fire, security and building automation technologies.

“COVID-19 has reinforced the important role that buildings play in ensuring and protecting public health,” said Dave Gitlin, President & CEO, Carrier. “As people return to work, hotels greet guests, schools welcome back students and stores reopen, indoor air quality and safe buildings are of paramount importance. For the economy to successfully recover, people need to have trust in the safety of the buildings they are entering. New technologies like microscopic filtration systems and touchless building controls have gone from nice-to-have conveniences to must-have protections. The Carrier Healthy Buildings Program can help enable healthier and safer indoor environments as we get back to our new normal.”

As a founding member of both the U.S. Green Building Council and the International WELL Building Institute, Carrier has long been an industry leader in enhancing building health to promote personal health. Now, it’s essential that the world have the solutions and services that enable healthy environments.

“The company that invented modern air conditioning is uniquely positioned to deliver healthy building expertise,” said Rajan Goel, who leads Carrier’s Healthy Buildings Program as the head of Carrier’s Building Solutions Group. “Through the Healthy Buildings Program, Carrier’s experts will work closely with customers to not only design but operate, maintain and upgrade buildings that protect what’s most important – the health of those inside.”

Milwaukee® Announces New Impact Resistant Gloves

MILWAUKEE, WI – Milwaukee Tool enhances safety on the jobsite with the introduction of new Impact Resistant Gloves, all of which are equipped with back-of-finger reinforcement and back-of-hand protection and are ANSI/ISEA 138* impact-rated.

“In March of 2019, the International Safety Equipment Association (ISEA) set a new ANSI/ISEA 138 standard. Back-of-hand injuries are some of the most common hand injuries on the jobsite, so this standard was created to establish new performance requirements for hand protection that is designed to protect the knuckles and fingers from injury,” said Zach Richman, Senior Product Manager for Milwaukee Tool. “As jobsite safety is emphasized across the nation, it is crucial for users to have hand protection that is equipped with back-of-hand protection when working with heavy materials and equipment. However, higher performance ratings often lower glove dexterity, so understanding the application is critical when choosing a glove. To align with this initiative, all of our new gloves are equipped with enhanced TPR for protection to meet the ANSI/ISEA impact rating of 2 while still maintaining dexterity and mobility.”
Bryant Heating & Cooling Systems Announces Dealer of the Year

INDIANAPOLIS, June 23, 2020 — Family Heating and Air of Pensacola, Florida has been named the 2020 Bryant Dealer of the Year, the highest honor a Bryant dealer can receive. Each year, this award recognizes the company whose hard work, expertise and business acumen have helped them to stand out as a leader in the industry. Bryant, a leading supplier of heating, ventilating, and air conditioning (HVAC) equipment, is a part of Carrier Global Corporation, a leading global provider of innovative HVAC, refrigeration, fire, security and building automation technologies.

“They are committed to the highest standards of service and performance in all that they do. Not only are they the best in the community, they are the best in the nation,” said Justin Keppy, president, HVAC-Residential, Carrier.

“Bryant dealers are among the best in the business and they continue to raise the bar in our industry,” said Keppy. “Our 2020 Dealer of the Year, Family Heating and Air, exemplifies the values and commitment that the Bryant brand has come to represent in its more than 115-year history. Their team serves as an excellent example of how to run a successful business and ensure their customers and community are the top priority.”

Bryant Heating and Air has been a Bryant dealer since 2005 and its team boasts over 100 years of combined experience in the HVAC industry. The organization services northwest Florida and southern Alabama and its mission is to deliver unprecedented customer service and encourage team growth and development, all while leading the industry in home comfort solutions. Family Heating and Air was selected to Bryant’s Circle of Champions in 2018 and has been a Bryant Medal of Excellence winner the last two years. In addition, co-owner Sonya Fowler is an active member in Bryant Women in HVAC and has been featured as a panelist at the organization’s annual meetings.

“Bryant dealers are among the best in the business and they continue to raise the bar in our industry,” said Keppy. “Their team serves as an excellent example of how to run a successful business and ensure their customers and community are the top priority.”

Bryant selected its 2020 Dealer of the Year from 21 Medal of Excellence winners, comprised of Bryant Factory Authorized Dealers throughout North America. The candidates were judged on overall sales growth, high-efficiency and indoor air quality equipment sales, customer satisfaction and participation in dealer programs and promotions. For more information about Bryant and to find a dealer near you, visit www.bryant.com

New Research Predicts Decline In Restaurants, Hotels And Stadiums Beyond Election Day

MECHANICSBURG, Pa. — June 18, 2020 — A national study released today by the Healthy Spaces Initiative (HSI) reveals how often Americans plan to visit public spaces over the next six months and what measures would improve their confidence doing so in the post-COVID-19 landscape. The hospitality, food, live sports and transportation industries are poised to see significant declines in consumer visits to these spaces driven by lingering concerns about sanitation and the coronavirus.

Based on a representative survey of over 2,000 American adults, this new research paints a stark picture of significant changes in Americans’ habits over the next six months, including:

- 24 percent decline in weekly visits to brick-and-mortar retail
- 23 percent decline in weekly visits to restaurants, bars and clubs
- 12 percent decline in visits to stadiums and arenas
- 7 percent decline in visits to hotels
- 7 percent decline in taking flights combined with a 16 percent increase in long-distance car travel

“We can see how habits have changed during the pandemic, but this study is significant for what it says about how Americans plan to act months after reopening begins,” said Jim Mooney, HSI partner and Enginuity CEO. “It’s clear that a lot of businesses will suffer unless they take steps to improve the public’s confidence in their ability to provide healthier spaces.”

When asked what disease mitigation tools make a difference to them, a large majority of survey participants felt that indoor air quality and surface disinfection affected their decision on where to work, shop or visit. Of those surveyed, 86 percent reported that sanitation and air quality were important. Similarly, 88 percent said that disinfecting surfaces mattered, as did 82 percent for air quality.

Furthermore, 84 percent of participants felt that employers were responsible for the ongoing monitoring and support of their employees’ health.

“To satisfy the public’s interest in clean indoor air and surfaces, businesses can turn to advanced solutions like Bipolar Ionization (BPI),” said Dr. Philip M. Tierno, Jr., Professor of Microbiology and Pathology at NYU School of Medicine. “Recent research has demonstrated that certain BPI technologies can achieve a 99.92 percent reduction in a coronavirus from indoor air and surfaces within 30 minutes. That’s incredibly promising, especially at this time of a coronavirus pandemic.”
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Goodman
GREE Mini Splits
Hercules Smart Switch
JB Industries / C&D Valve
Johnstone Supply / Florida
Johnstone Supply / Ware Group
Klima Control
MarkAir / OSS Switch
McDaniel Metals
Mueller Streamline
NATE
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RFG Environmental Group
Saiz Distributors
Service World Expo
Source 1 / York
The Metal Shop
Tropec Supply
Uniweld Products
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Women In HVACR

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