

TODAY'S A/C

& REFRIGERATION NEWS

Serving the Southeast Region

Florida, Georgia, Alabama, Tennessee
North Carolina, South Carolina



Tropic Supply Hosts Yellow Jacket and Mars Demo Days (see page 14)



PBACCA High-E-Fishin-Sea Tournament 2.0 at Palm Beach Yacht Center (see pages B5)



Daikin Comfort Technologies Hosts Fit Event in West Palm Beach (see page 12)



Johnstone Supply Ware Group Supports Pine Ridge HVAC Class of 2025 (see page B4)

Why the Industry is Facing a Workforce Shortage and What We Can Do About It



Jeff Schlichenmeyer
Publisher

Air conditioning in America is no longer considered a luxury – most every home has some type of equipment to cool the air. Whether it's new construction or repairs and replacements the demands for talent are plenty. As our older generations leave the workforce and the younger generations look for remote work the talent gap widens. Dealers, distributors, and manufacturers must all work together to bridge the talent gap.

If you fall into one of those three groups, dealer, distributor, or manufacturer, you may be wondering what can we do? The answer lies in collaboration and innovation.

Manufacturers are focused on energy efficiency, but the battle against skilled worker shortages also stays at the forefront. They have overcome one hurdle by making equipment lighter and easier for one person to install, the need for large crews on job sites is reduced.

However, with each year as technology advances so does the complexity of troubleshooting or repairing the equipment. You can now find QR codes or

NFC tags on equipment linking your phone to the resources needed to get the job done. A perfect addition to any tech-savvy Gen X with their phone already in their hand.

We also see the benefits of having connected equipment so that all the basic information a service tech would need to troubleshoot an issue can be found online in the cloud by the dealer before a service truck rolls out. Knowing what the issue is can guarantee the right part and right tech are sent to the home.

When ease of installation, resources on your smart phone, and a connected portal full of equipment stats aren't enough we can now see that manufacturers are opening their own training labs. All efforts are made to make the day-to-day life of our needed talent easier, which makes the dealer's job easier as well.

Distributors are faced with the same talent shortages as our dealers. If we go hunting for a candidate with HVAC experience, we are possibly taking away all viable talent from our own dealers. We need talent who has the knowledge to help and serve the dealers but finding someone with that already is nearly impossible.

Today we are looking more at who has the right attitude so then we can invest in training to teach them the skills needed.

go to page 17

DiversiTech® Acquires Cielo Thermostats

July 18, 2025 (Duluth, Ga.) – DiversiTech® Corp., North America's leading manufacturer and supplier of components and related products for heating, ventilation, air conditioning and refrigeration (HVAC/R), announced today that it has acquired Cielo Thermostats, a leading manufacturer of smart thermostats. This acquisition will reinforce DiversiTech's position in the HVAC/R Industry and expand its product range. Cielo's innovative portfolio complements the DiversiTech's PRO1® Thermostat control line for professional HVAC installations.

Cielo has revolutionized the HVAC/R industry with its range of smart thermostats. These products are designed to enhance energy efficiency and provide seamless climate control for both ductless and ducted HVAC systems. Key products include the Cielo Breez Max and the Cielo Smart Thermostat. The Cielo Breez Max has also earned Energy Star Certification, making it the world's first-ever smart thermostat for mini-splits to receive this prestigious recognition.

"We are excited to be joining forces with the team at Cielo," said Andy Bergdoll, CEO of DiversiTech. "Their focus on developing smart climate control solutions as well

as their commitment to develop innovative products makes them a great fit with DiversiTech. We look forward to supporting Cielo's product development program and enabling them to leverage DiversiTech resources and infrastructure to build even stronger wholesaler partnerships."

"Cielo was founded with the mission to focus on smart thermostats for mini-splits & central HVAC systems," said Waseem Amer, Cielo Co-Founder. "I am thrilled that the Cielo brand will grow even stronger under the DiversiTech portfolio. Together, DiversiTech and Cielo are well-positioned to deliver unmatched comfort, efficiency, and convenience to customers everywhere."

"Joining forces with DiversiTech gives us the resources and reach to take our vision further than ever before," stated Anees A. Jarral, Cielo Co-Founder. "I am honored to be joining the DiversiTech team and to have the chance to work with some of the best minds in the industry," he said. "Together, we will build on Cielo's strong foundation and take it to the next level."

For more information about DiversiTech, visit diversitech.com - For more information about Cielo, visit cielowigle.com



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25 Ways to Increase Profitability

Ruth King's Contractors Cents



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Industry expert Ruth King has helped contractors get and stay profitable for more than 25 years.

Reach her at ruthking@hvacchannel.tv.

Now that you have the basics and why you want to increase your company's profitability, let's continue ways to increase profitability.

#4 – Stop pricing using percentages. You cannot take a percentage to the bank! Imagine going to a teller and saying, "I'd like to deposit my 10% net profit, please." Never happen. The only thing you can deposit is dollars.

Pricing using percentages will get you in trouble. Unfortunately, many companies use a percentage to calculate sales prices, direct and overhead cost for a project.

Suppose there are two projects, each with 16 hours, one is priced at \$10,000 and one at \$5,000. You assign an overhead cost percentage of 25%. That means, that the one priced at \$10,000 gets \$2,500 of overhead cost and the one priced at \$5,000 gets \$1,250 of overhead cost. This is wrong!

Both projects take the same amount of time, i.e. 16 hours, so they should get the same amount of overhead. Also, depending on the company's sales revenue for the year, the overhead percentage goes up or down. The costs may not. But, if you price by percentage, the percentages will be higher in lower revenue years and lower in higher revenue years...for about the same overhead dollars (ok – insurances may go up, etc. My point is that the rent percentage, if it is consistent from year to year, will be different depending on the revenues).

To be accurate, you must price using dollars and your bottom line must be dollars. The only time you should look at percentages: your gross margin (gross profit divided by sales). I don't care what the percentage is. I care that the percentage is consistent.

#5 – Know Your Net Profit per Hour. One thing that I always do when starting to work with a contractor is to calculate that contractor's net profit per hour.

It is calculated by taking the net profit and dividing it by billable hours. It is, unfortunately typical, for a multimillion dollar contractor, to have a net profit per hour lower than you can earn working for a fast food restaurant.

Why are you putting yourself through the risk, the stress, and the hard work if you are not at least earning what you could working for McDonalds or Wendy's?

Once you know your net profit per hour – if you like it, continue to achieve that number. If you don't like it, then set your prices, decrease costs, or increase productivity to raise it slowly.

A contractor did the calculations and found that his net profit per hour was \$4 per hour...which was unacceptable to him. When we did the job costing we found that one crew had a consistent negative net profit per hour for all of the jobs they installed. And, there were some service technicians whose net profit per hour was negative too.

Training time! First explain net profit per hour and why it is important. Then show each person (in private) their net profit per hour. Then establish a plan to get the negative numbers to positive numbers and to keep the positive numbers positive.

You can post the averages each week. It becomes a competition amongst the installation crews and service technicians. Everyone wins: the customers who are educated about their HVAC systems, the field personnel who may get SPIFFs for achieving a certain level, and the company.

#6 – Know Your Overhead Cost per Hour. Overhead cost per hour is simply total overhead cost divided by billable (revenue producing) hours. If your overhead cost per hour is \$50 per hour and your competitor's overhead cost per hour is \$30 per hour, then for an 8 hour job your overhead cost is \$400 and your competitor's overhead cost is \$240. Your competitor

can charge the same price and earn \$160 more than you do. Or, your competitor can charge \$160 less and win the job.

A quick and easy way to decrease overhead cost is to ask your field and office personnel. If you ask, "How would you decrease overhead by \$500 or \$1000 a month, they won't be able to think of anything. That's number that is larger than they can imagine from a personal level. If you ask, "How can we shave \$100 a month from overhead costs?" they will probably come up with some great ideas. Implement the simple things they suggest, whenever feasible, to decrease your overhead cost per hour.

And, the greater the number of billable hours, the lower the overhead cost per hour. As you add more field labor, assuming they stay billable at least 85% of the time, then your overhead cost per hour will decrease.

#7 – Price from the bottom up. Most contractors still determine what their costs are and then divide by 1 minus the gross margin. This does NOT take overhead into consideration.

Start at net profit. What net profit do you want to earn for the job? Do you want a higher net profit for jobs with higher equipment cost? Do you want a lower net profit for jobs with a higher labor cost? These are questions you need to ask before you establish your pricing.

One of my clients continually complained about duct jobs. He moaned that he could never make money on them because of the labor involved. I said, "Fine. What net profit per hour do you want for duct jobs?"

He answered and then we established the prices for duct jobs. He agreed that if a customer was not willing to pay what he required to do those jobs, then he would not do the work. More ways to continue profitability in the September issue.

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SFACCA - New Florida Legislation Impacts Permits & Inspections Starting July 1, 2025

On June 13, 2025, Governor Ron DeSantis signed HB 683 into law, and it brings several important updates that contractors, inspectors, and anyone working with private providers should know about. These changes officially take effect today, July 1, 2025. Here's what you need to know:

Faster Turnaround for Permit Applications

- If you're using a private provider to submit a permit application and plans review (including through software-based systems), local building officials must now respond within 5 business days either by issuing the permit or notifying you of any deficiencies. That's down from the current 20-day window.

Updated Definitions: "Permit Application" & "Single-Trade Inspection" - It now encompasses both single-trade plans review and inspections. Additionally, solar energy and energy storage installations or alterations have been added to the list of qualifying types of work subject to these reviews.

Private Providers Get More Tools - Private providers are now allowed to use automated/code-compliance review software to check plans against the Florida Building Code and National Electrical Code speeding up the process for contractors.

Virtual Inspections Are Now Allowed - Single-trade inspections (including HVAC-related work) can now be performed virtually or in-person. This gives more flexibility and can help speed up project timelines.

Exemption - An exemption from the provisions of the Florida Building Code was added for any system or equipment, whether affixed or movable, located on the property of a spaceport which is used for the production, erection, alteration, modification, repair, launch, processing, recovery, transport, integration, fueling, conditioning, or equipping of a space launch vehicle, payload, or spacecraft.

Why This Matters

These updates:

- Speed up the permitting process when using private providers
- Support software-driven plan reviews for HVAC and other trades
- Create a more flexible and tech-friendly inspection process
- Help ensure local departments stick to shorter review timelines

Beyond the South: Why Smart Condensate Management Is the HVAC Upgrade the Entire Industry Needs



For years, the HVAC industry has treated condensate management as an afterthought—often relying on outdated solutions like float switches,

corrosive or acidic products like bleach or vinegar OR hoping that gravity and luck will do the job. But as systems grow more complex and customers more demanding, the need for a proactive, intelligent approach to condensate control is no longer optional—it's essential.

While the conversation often starts in the South—where biofilm like Zooglea clogs drain lines and causes widespread damage—the truth is: smart condensate management is relevant everywhere.

Yes, Zooglea—a sticky, jelly-like biofilm—loves humidity and warmth. It thrives in HVAC drain lines and is the leading cause of water backups, service calls, and homeowner headaches in the Southeast. But limiting the iFLO Pro conversation to Zooglea alone sells the technology short.

Whether you're in Boston or Baton Rouge, water in a pan that doesn't drain properly is a universal risk. Cold climates face freezing drain lines, poor routing practices, and legacy install techniques that lead to callbacks and warranty claims. Smart, connected condensate management prevents those issues—regardless of zip code.

iFLO Pro is not just a product. It's a platform that transforms the way contractors think about the wet side of the HVAC system. Here's what smart condensate management looks like:

- **Proactive Cleaning:** Our AI-powered device injects a proprietary cleaning solution that keeps the line clean—before a clog can form.
- **Remote Visibility:** Contractors can track installs, bottle usage, and technician performance across their entire fleet from one dashboard.
- **Recurring Revenue:** Every install creates an ongoing opportunity to deliver bottle replacements and service touchpoints.
- **Reduced Warranty Claims:** Equipment manufacturers and dealers lose millions every year to water damage that could have been prevented.
- **Customer Confidence:** Homeowners want more than a "drain line fix." They want peace of mind.

Over the past year, iFLO Pro has expanded far beyond the Southeast. We've signed national deals with multi-state contractors, partnered with leading distributors, and gained visibility with OEMs and insurers who now see smart condensate management as part of the larger connected home ecosystem.

This is no longer a niche solution. It's a new standard. Let's be honest: service techs are under pressure. Install, upsell, maintain, document—repeat. iFLO Pro lightens the load.

With automated reminders, a simple installation process, and the ability to view usage history, it turns a liability into a controlled, managed asset.

And for contractors trying to scale responsibly or enter the world of programmatic service, iFLO Pro provides data, documentation, and customer stickiness in a category that was once invisible.

Smart condensate management is not a regional strategy. It's a national need. Whether it's Zooglea, clogged drains, or costly callbacks, the problem is real—and the solution is here.

iFLO Pro is more than a product. It's a smarter way to protect your installs, your margins, and your reputation—no matter where you do business.



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maximize heat transfer efficiency in residential air conditioning systems. The indoor coils use energy-efficient and low-GWP refrigerant, R-454B, and feature an optimized design to enhance cooling performance without the investment in a more premium system.

MILWAUKEE, July 1, 2025 — Today, JC Residential & Light Commercial LLC announced the release of the new YORK® CXF aluminium indoor microchannel coils, providing a cost-effective solution to

“Indoor microchannel coils provide contractors with a compelling option to help homeowners reduce utility costs this cooling season,” said Penny Lasater, senior product manager, Johnson Controls. “We’ve taken the same trusted technology contractors have relied on for years in outdoor units and optimized it for indoor applications. With the CXF indoor coils, contractors now have an option to meet their customers’ needs for energy efficiency in more budget-conscious applications.”

The CXF coils are specifically developed for the demands of comfort cooling. An “A” coil design optimizes refrigerant flow to improve efficiency. The indoor coils are engineered for long-lasting reliability and manufactured from an advanced Max-Alloy™ aluminium alloy that is highly resistant to corrosion, including formicary. Every CXF coil

must also pass rigorous condensate management testing before leaving the factory, achieving quality standards that surpass traditional tube-in-fin performance.

Available for upflow and downflow applications, CXF coils are 15% lighter and use 18% less refrigerant than traditional tube-in-fin coils, making installation simpler and more flexible. YORK® CXF aluminium indoor microchannel coils are backed by a 10-year parts warranty with product registration. Contractors can find CXF product resources on the free Ducted Systems Solutions app.

For more information on YORK® CXF aluminium indoor coils, visit www.york.com/residential-equipment/heating-and-cooling/evaporator-coils.

RITCHIE Introduces The Vacuum Y with RealTorque® Core Removal Tool & Deluxe MaxFlow™ Evacuation Kits

BLOOMINGTON, MN (July 15th, 2025) – Ritchie Engineering Company, Inc., the leader in service tools for HVAC/R professionals and manufacturer of YELLOW JACKET® products, is proud to introduce the Vacuum Y with RealTorque® Core Removal Tool and Deluxe MaxFlow™ Evacuation Kit.



coupled with the ability to remove the Schrader core with the integrated CRT, increases evacuation vol-

The patent-pending YELLOW JACKET® Vacuum Y with RealTorque® Core Removal Tool (CRT) features the industry’s first integrated RealTorque® CRT. The dual-path ‘Y’ design,

ume to allow for faster system evacuations. The RealTorque® torque limiting technology ensures the Schrader core is properly reinstalled to guarantee the system to remain leak free.

The Vacuum Y is available in 1/4”, 5/16” and 1/4” with 5/16” adapter separately or in the Deluxe MaxFlow™ Evacuation Kit.



#93914) or (2) 45° (P/N #93916) Ball Valves. The 1/4” hose with Vacuum Y with RealTorque® Core

The Deluxe MaxFlow™ Evacuation Kit features 1/4” Vacuum Y CRT w/ 5/16” Adapter, (2) 60” 1/2” Heavy Duty Charging Hoses, and either (2) 3/8” MFL X 3/8 FFL Straight (P/N

Removal Tool (CRT) is proven to speed up system by 10x!

The YELLOW JACKET® brand name is synonymous with the highest quality and most complete line of HVAC/R tools in the industry. The brand’s roots go back to 1946 when Ritchie Engineering Company, Inc., a manufacturers’ representative organization, became a hose manufacturer. With an emphasis on quality and service, Ritchie Engineering, based in Bloomington, Minnesota, trademarked the hose as the YELLOW JACKET® Charging Hose in 1950. Since then, the company has been engineering, manufacturing, and continuously improving the YELLOW JACKET® hose while adding new products to its portfolio. For more information, please call (952) 943-1333 or visit our website at www.yellow-jacket.com.

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The proven quality of
YORK® heating and cooling
equipment products

NAVAC's NEXUS Digital Manifold Gauges Now Compatible with measureQuick® App for Smarter HVAC Diagnostics

Lyndhurst, NJ – NAVAC, the world's largest supplier of HVAC vacuum pumps in addition to a wide array of tools, gauges, recovery units, instruments and industry-specific items, announces that its NEXUS Digital Manifold Gauges are now compatible with the measureQuick® App, a widely used diagnostics and performance analytics platform that consolidates data from smart HVAC tools to provide technicians with real-time insights and detailed reporting to optimize system performance.

Known for an intuitive interface and versatile multi-mode functionality, the NEXUS smart manifold gauges gain expanded new capabilities through this new integration. Technicians can view, log, and analyze live system data - such as temperature, pressure, subcooling and superheating - directly within the measureQuick® ecosystem. This streamlined workflow reduces manual data entry, improves diagnostic accuracy, and helps HVAC professionals troubleshoot faster and more effectively.

Furthermore, the integration also includes NAVAC's new line of smart probes, which are designed for precision and ease of use. The NSP1 Bluetooth Pressure Probes offer accurate pressure measurements and automatic VSAT/LSAT calculations. The NSH1 Bluetooth Psychrometers capture detailed air-side data such as Dry Bulb, Wet Bulb, Humidity, and Enthalpy. The NST1, NST2 and NSTL Bluetooth Temperature Clamps feature high-accuracy thermistor sensors for fast, reliable line temperature readings. All probes are equipped with

built-in digital displays for standalone use, providing HVAC professionals with a powerful diagnostic toolkit.

With Bluetooth connectivity, these wireless instruments seamlessly integrate with both the myNAVAC™ App and the measureQuick® App, giving technicians flexible options for monitoring and documenting service calls in the field.

"This integration with measureQuick® reinforces our mission to deliver smart, connected solutions that make HVAC diagnostics faster, more accurate, and more user-friendly," said

Keith Keller, Director of Sales at NAVAC. "By combining NAVAC's advanced hardware with measureQuick®'s intelligent platform, technicians can now optimize system performance and service efficiency like never before."

"NAVAC builds tools that make the job easier and more precise - exactly what we're about at measureQuick®," said Jim Bergmann, President at measureQuick®. "Together, we're raising the standard for HVAC diagnostics and commissioning."

NAVAC is a global manufacturer that has dedicated over 20 years to the R&D and manufacturing of industrial vacuum solutions and HVAC/R tools. NAVAC draws upon its commitment to technical innovation, strong customer service and robust R&D allocation to deliver solutions offering unsurpassed efficiency, accuracy and ease of use. The company seeks to meet a need for simpler, lighter, faster solutions that expedite service without sacrificing accuracy. For more information, www.navacglobal.com.



ACCA and A-Gas Partner to Promote Responsible Refrigerant Management

Alexandria, VA — The Air Conditioning Contractors of America (ACCA) proudly welcomes A-Gas to its Strategic Partner Program.

A global leader in refrigerant supply and lifecycle management, A-Gas plays a critical role in promoting environmental responsibility across the HVACR industry. From recovery and reclamation to responsible destruction, A-Gas offers sustainable solutions that prevent refrigerants from being released into the atmosphere.

"We're thrilled to expand our strategic partner program with A-Gas," said Barton James, ACCA president and CEO. "Their expertise and leadership in refrigerant lifecycle management helps contractors meet regulatory requirements and contribute to a stronger future for our industry."

Through its advanced technologies and services, A-Gas helps HVACR professionals safely handle refrigerants, extend their usable life, and dispose of them responsibly when reclamation is not possible.

"At A-Gas, we're proud to support contractors who are on the front lines keeping us cool and safe every day," said Hector Miravete, SVP of Commercial Operations, A-Gas Americas. "Partnering with ACCA allows us to deepen our collaboration with the industry and ensure that contractors have access to the tools, knowledge, and support they need to safely manage refrigerants while growing their businesses."

ACCA's Strategic Partner Program brings together industry leaders committed to supporting contractors and advancing the HVACR profession. To learn more about ACCA's Strategic Partners and how they contribute to contractor success, visit acca.org/partners.

The Air Conditioning Contractors of America is the nation's premier trade association for heating, ventilation, air conditioning, and refrigeration contractors. ACCA's member companies provide quality service in heating, air conditioning, refrigeration, building and home performance, solar, hydronics, and plumbing.



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HARDI Distributors Report 2.1% Revenue Decline in May

Columbus, OH—Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing sales by HARDI distributors declined by 2.1% during May 2025. The annual sales growth for the 12 months through May 2025 is an increase of 3.9%.

“A sales decline during May is not unexpected since the cooling degree days were off by 25% from last year,” said Brian Loftus, Macroeconomic and Residential Market Analyst at HARDI. “Another drag on the sales growth was this May had one less billing day than May of 2024. With the same number of billing days, we estimate the sales growth was better than 2.5%.”

The monthly sales survey also calculates distributor’s Days Sales Outstanding, a measure of how quickly customers pay their bills. “The DSO turned at 37 days during May of 2025 after being close to 40 days for the month from 2021 through 2024,” said Loftus.

The underlying trend of the HARDI distributor sales growth during 2025 has been a nice improvement versus last year. “After adjusting for the same number of billing days, the rolling three-month average monthly sales growth has been in the 5% to 6% range so far this year versus the 2% area last year,” said Loftus. “But so far this year inventories have been growing faster than sales. Hopefully those boxes begin to melt away now that summer has arrived.

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 North American and Latin American HVACR markets. A non-profit association, HARDI serves its members through government affairs and advocacy efforts, market intelligence and benchmarking, training programs, and world-class events.



RGF Environmental Group Announces Sales Team Promotions

Roger Lowe – Sales Operations Manager



Roger Lowe

Please join us in congratulating Roger Lowe on his promotion to Sales Operations Manager!

Roger has done an outstanding job as Warranty Manager, and we’re thrilled to see him take this next step in his career with RGF. In his new role, Roger will continue to oversee our warranty operations while expanding his impact through sales support and leading our Private Label Program.

His dedication, attention to detail, and commitment to excellence have made a lasting impression on both our team and our partners.

We’re confident he’ll bring the same passion and performance to his expanded role. Congratulations, Roger!

Demitria Shroba – Sales Operations Manager



Demitria Shroba

Please join us in congratulating Demitria Shroba on her promotion to Sales Operations Manager!

Demitria began her journey with RGF as a Customer Service Representative, advancing to Sales Support Specialist thanks to her exceptional work ethic and dedication. In her new role, she’ll be working closely with our sales representatives across the country to ensure contractors and wholesalers receive the outstanding support they deserve.

Her passion for customer care, strong communication skills, and deep understanding of our sales processes make her an invaluable asset to the team.

We’re proud to celebrate this well-earned milestone in Demitria’s career. Congratulations Demitria!

Robin Broderick – SE Regional Sales Manager



Robin Broderick

Please join us in congratulating Robin Broderick on her promotion to Southeast Regional Sales Manager!

Robin has been an integral part of the RGF team for over 7 years, bringing a wealth of knowledge and a passion for clean air solutions to everything she does. In her new role, Robin will be out in the field, visiting customers throughout the Southeast region, ensuring they receive the training and support they need to succeed.

Her deep expertise and commitment to our mission will be instrumental in empowering our partners and helping bring clean, healthy air into more homes than ever before.

We’re excited to see Robin thrive in this new chapter. Congratulations, Robin!

RGF® manufactures over 500 environmental products and has a 40+ year history of providing effective solutions that improve air, water, and food quality without the use of chemicals. RGF® is an ISO 9001:2015 certified research and innovation company, holding numerous patents for wastewater treatment systems, air purifying devices, and food sanitation systems. Situated in the heart of the Port of Palm Beach Enterprise Zone, RGF® Headquarters span 10 acres, with 220,000 square feet of manufacturing, warehouse, R&D, and office facilities.

RGF® continues to upgrade its facilities, creating an increased vertical approach to manufacturing, further allowing the company to provide the highest quality and best-engineered products on the market.



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Daikin Comfort Technologies



Daikin Comfort Technologies Hosts Fit Event in West Palm Beach

July 16th, 2025



Kyzar Air Conditioning came out in full force to experience the custom designed FIT trailer that was equipped with live HVAC mini split systems



Eric Bristol, James Schaefer, and Joe Sadurni of Daikin Comfort Technology, answered many technical questions inside the FIT training trailer



Mike Hall of Daikin Comfort Technology with Scott Kuschel of Miami Tech



Jose Olascoaga, Gilberto Olascoaga, and John Lee of Arco Supply



Jamie Englert of Daikin Comfort Technology, Ed Casquette of Kyzar Air Conditioning, Chris Erickson of Leone Greene & Associates



Erik Bonde of Daikin Comfort Technology with Anthony Pascucci and Kevin Zacharias of Sansone Air Conditioning

On July 16th, from 11am-2pm, the Daikin Comfort Technologies West Palm Beach location hosted a Open House, complete with a custom designed training trailer on-site, featuring an operational Daikin FIT and VRV system.

Many local contractors attended this event. The Doris Mexican Food Truck was on site satisfying hungry appetites with many favorites like Tacos, Burritos, Quesadillas, and Mexican Bowls, with Chicken, Steak, or Pork.

Manufacturers' Representatives were in attendance to answer questions and demonstrate their new products available from Daikin and Goodman.

Eric Bonde, Regional Manager for Daikin stated, "We are excited to have customers see the Daikin Fit Training Trailer here with live running systems."

Daikin is a leading innovator and worldwide provider of advanced, high-quality air conditioning and heating solutions for residential, commercial and industrial applications. With more than 90 years of operation, Daikin has sold millions of systems throughout 140 countries. But what makes them great isn't just their HVAC systems. It's their personal service, commitment to quality and technological innovations that allow them to be a leading HVAC manufacturer.



Everyone enjoyed a well needed break from their busy day to enjoy some tasty Mexican food from The Doris Food Truck!



Matt Phillips, Jamie Englert, Gail Pepe, Guen Gonzalez, Viviana Maguire, and Eric Bonde of Daikin Comfort Technology, Andres Ponce of AMP Stratigic (center)



The Daikin Fit Training Trailer was parked on-site with live running systems for everyone to experience up close



Viviana Maguire and Gail Pepe of Daikin Comfort Technology with Dani Barbar of Residio



Daikin Comfort Technology West Palm Beach: Delvin Salyes, Jamie Englert, James Schaefer, Greg Demaio, Gail Pepe, and Austin Cobb



The Doris Mexican Food Truck was on site satisfying hungry appetites with many favorites like Tacos, Burritos, Quesadillas, and Mexican Bowls



Kevin Beatty of The McAllister Group, Jerome Price of Nextgen Cooling, and Heidi Bauer of iFloPRO



Alvin Nguyen of RLS with Kiernan Moran of Air Logic Heating and Cooling



Contractors had the opportunity to enjoy lunch, check out new products, and ask whatever technical questions they needed



Ralph Colin and Wadney Brave of All Pro AC, Kyle Maigret of Daikin Comfort Technology, Lamar Grant and Tyler Sylvester of All Pro AC



Tropic Supply Demo Days - Discover the Future of HVAC/R Performance with Yellow Jacket and Mars

During the month of July, Tropic Supply hosted Yellow Jacket and Mars Demo Days from 8–11AM. Breakfast was provided, and with the purchase of any Yellow Jacket product, customers received a free cooler.

Attendees learned:

- How to achieve fast and accurate diagnostics for refrigeration and A/C Systems with TITANMAX™.
- How to troubleshoot with precision, helping you gain efficiency while decreasing your callbacks.
- How TITANMAX™'s high resolution backlit touchscreen display saves you time by eliminat-

- ing the need for multi-function buttons.
- Learn how just two motors (covering 1/5 HP to 1 HP) simplifies your truck stock inventory—saving you time and increasing your profits.
 - Discover how Azure's Bluetooth technology allows precise airflow tuning, reducing callbacks.
 - Speed up installations with plug-and-play setup and fewer trips to the supply house.

Meet our experts:

Ryan Reynolds, E.V. Dunbar Co. Ryan Reynolds, is an alumnus of Florida State University, where he graduated in 1998. With over 20 years of experi-

ence in the industry, he has spent the last 17 years with E.V. Dunbar Co., covering central and south Florida as well as Puerto Rico.

Don Griscom, E.V. Dunbar Co. Don Griscom is a seasoned professional with 29 years of dedicated service at E.V. Dunbar Company, based in Jacksonville, FL. With nearly three decades of experience, Don has developed a deep expertise in the HVAC/R industry. Don's commitment to excellence and his vast knowledge makes him an invaluable asset to the company and the clients he serves.

Visit www.tropicsupply.com/eventsalendar for upcoming training, events, and more.



The Yellow Jacket and Mars Demo Day Team prepared to welcome customers at the Tropic Supply South Miami location.



Ryan Reynolds of E.V. Dunbar discussing all the benefits of stocking two of the Mars Azure motors on their service truck.



Kicking off the week right! The Airstron Mechanical team gathered at Tropic Supply Ft. Lauderdale North for their Monday morning meet-up.



Roberto, Karim, Andre, and Haniel of DNA Air Conditioning displaying the Yellow Jacket TitanMAX Digital Manifold.



Demo Day Team at Tropic Supply Ft. Lauderdale North with Ryan Reynolds of E.V. Dunbar — though missing is their white cat mascot.



Brandon Cox of Cushman & Wakefield, Frank Nowakowski and Elwood Stelman of Airstron Mechanical, and Ryan Reynolds of E.V. Dunbar.



The Demo Day Team at Tropic Supply Sarasota showed contractors how the Azure Plug & Play and Bluetooth features make motor installs easy.



Don Griscom of E.V. Dunbar displaying several Yellow Jacket and Mars products during Demo Day at Tropic Supply Daytona Beach.



Ryan Reynolds of E.V. Dunbar with Andrew Mercado of Ocean Air reviewing the Mars Azure line of motors.



Ryan Reynolds of E.V. Dunbar showing Tony Viciso of Air Install how to program the Mars Azure motor.



Ryan Reynolds of E.V. Dunbar, Arles Rivaone of Air-Q, Castor Fuentes of Tropic Supply, and Osneil Navarro of Air-Q.



Todd Poirier, Hector Colon, and Joseph Gilliberti of Tropic Supply Delray Beach with Ryan Reynolds of E.V. Dunbar.



Discovering the Future of HVAC/R Performance with the Yellow Jacket and Mars Demo Day Team at Tropic Supply West Palm Beach.



Don Griscom of E.V. Dunbar speaking with Central Heating technicians at Tropic Supply Tallahassee.



Miguel Aguilar of Alba Tech AC, Trey Jenkins of Airstron Mechanical, and Ryan Reynolds of E.V. Dunbar.

Cooper&Hunter Accelerates HVAC Speed with NASCAR and Sports Sponsorships



Miami, FL – July 2025 — Cooper&Hunter, a global HVAC manufacturer known for its high-performance climate solutions and operations in over 55 countries, proudly reaffirms its commitment to speed, innovation, and partnership by continuing as an official sponsor of the NASCAR Cup Series.

In a market where rapid installation, real-time performance, and product reliability define success, Cooper&Hunter has found natural alignment with NASCAR's fast-paced spirit. The brand has coined this synergy HVAC Speed—a reflection of how quickly and precisely their products and technicians rise to meet challenges across every climate and market.

One of the most compelling real-life examples of this connection is Chad Finchum, official NASCAR Cup Series driver and proud Cooper&Hunter client. In a 100% true story that blends horsepower with hands-on work, Chad represents the second generation of HVAC professionals from A1 Finchum, a family-run company rooted in service and precision. During the week, Chad installs Cooper&Hunter Mini Split systems. On the weekends, he takes those values straight to the racetrack as one of NASCAR's most driven competitors.

> “There’s nothing more important than having real stories to tell,” said Jake Neto, Marketing Director at Cooper&Hunter. > “Having Chad Finchum as our NASCAR driver and client is real, and it’s this emotion we want to share with our technicians out there, who are our true HVAC Heroes.”

This dual-role success story stands as a testament to the resilience, versatility, and teamwork shared by both the HVAC and motorsport industries.

Beyond the racetrack, Cooper&Hunter continues its legacy as a key sponsor of elite professional sports teams. Since 2017, the company has proudly partnered with the Florida

Panthers, the back-to-back Stanley Cup champions, celebrating not only excellence on the ice, but the loyalty of HVAC technicians across the country. Cooper&Hunter also remains an official sponsor of the New York Yankees, one of America’s most iconic sports franchises—believing in the emotional connection that shared victories bring to both sports fans and HVAC professionals alike.

With every install, every lap, and every play, Cooper&Hunter proves that performance is more than numbers—it’s about speed, teamwork, and purpose. Whether on the job site or under stadium lights, Cooper&Hunter celebrates the professionals who move the world.

Cooper&Hunter – Where Innovation Meets Emotion. For media inquiries, sponsorship opportunities, or product information, visit www.cooperandhunter.us or contact info@cooperandhunter.us. With established operations in over 55 countries and

a track record of delivering high-performance HVAC solutions, Cooper&Hunter is rapidly emerging as one of the most recognized brands in the U.S. mini split market. The company’s momentum is being powered by a unified team of experts, a robust in-house technical support system, and a brand philosophy rooted in real-world relationships and field success.



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Fujitsu Introduces AIRSTAGE Multi-Position Air Handler



Fujitsu General America introduces the AIRSTAGE Multi-Position Air Handling Unit (MPAHU), an R-32 system designed to seamlessly integrate with single and multi-zone outdoor units for increased application flexibility.

Available in six capacities ranging from 12,000 to 48,000Btu/h the new AIRSTAGE MPAHU is an energy-saving central ducted solution for new construction and retrofit applications alike. It offers a wide range of features and benefits, including, single- and dual-stage auxiliary heater kit options, built-in leak detection system, and external inputs and outputs for integration with humidifiers, ERVs, and various third-party devices.

These systems, which support up to 0.8inWG of total external static pressure, deliver exceptional performance at high efficiency. All models exceed Ener-

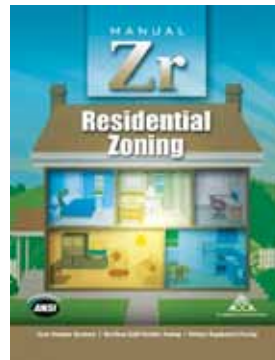
gy Star criteria. Installation positions include up flow, down flow (with downflow kit), horizontal left and horizontal right. Maximum piping length reaches 246 feet (75m) for even more installation flexibility. An integrated leak detection system is included.

Ambient temperature cooling ranges from -5°F to 122°F (-21°C to 50°C). Heating operation is provided from -5°F to 75°F (-21°C to 24°C). An optional electric heater kit provides up to 16kW backup capacity with single- and dual-stage control options. All models of the AIRSTAGE MPAHU are compatible with the Air-zone zoning system.

Optional accessories include wired and wireless remote controllers, 24v thermostat converter, LAN interface, Modbus converter, BACnet gateway, filter kit, remote temperature sensors, and more.

For more information, please contact your local Fujitsu rep/distributor or your Fujitsu regional sales manager.

ACCA Announces ANSI Public Review for Proposed Revisions to Manual Zr® – 2018, Residential Zoning



Alexandria, VA — The Air Conditioning Contractors of America Educational Institute (ACCA-EI) Standards Task Team (STT) announces an American National Standards Institute (ANSI) public review period for proposed revisions to ANSI/ACCA 11 Manual Zr® – 2018, Residential Zoning, as a revised industry standard. The 30-day ANSI public review period will run from July 25 through August 24, 2025.

This is the first public review for proposed revisions to Manual Zr® – 2018, and only involves correcting an error in the formula in Figure 2-2 related to Air - Air Cooling referenced under Section N2-9, Bypass Duct Relief.

Manual Zr® provides procedures and requirements for designing zoned comfort systems for residential buildings, including single-family detached homes, duplex and triplex homes, row and townhouses, and large, multi-family structures that are in accordance and compatible with Manual J® procedures to contribute to covering the costs of their technical training at the time when their entry-level wages are the lowest. The Foundation's scholarship program is designed to help students afford the training and education they need to build their earnings potential. This smooths the student's financial path to pursue a trades career and lowers the risk for the employer to commit to their training process – resulting in a better outcome for both.

The PHCC Foundation plans to award 65 scholarships in 2025, with funding of up to \$152,000 available to award winners. The application deadline was May 1st, and a committee of Foundation contractor volunteers are currently reviewing and scoring the applications. The applicants with the highest average scores are paired with the available awards. For more information about Manual Zr® or ACCA, please contact Samantha Boyd, ACCA director of communications, marketing, and member engagement, at samantha.boyd@acca.org or 703-824-8842.

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Why the Industry is Facing a Workforce Shortage and What We Can Do About It

(Continued from Cover Story)

Historically HVAC Training has been more On Job Training (OJT) and less classroom engagement. Today, we are taking advantage of manufacturing training, HARDI training, and developing our own training and mentoring programs. These are all necessary changes to build those skills needed to support our dealers. Helping our associates stay up to date with product changes and current customer demands must also be a top priority for distributors.

At Weathertech, we've partnered with Dr. Eric Campbell with Accelerated HVAC Learning to create needs specific training for our sales counter. Originally the partnership was born out of him seeing and offering the need to offer a solution to our dealers to have their new techs truck ready in 12 weeks. This allows dealers to also hire for attitude and train for skill without slowing down some of their best techs during that OJT time. It has been a win-win for everyone involved.

We also can't forget about the students currently enrolled in college for Industrial Distribution. Connecting with the local instructors to implement intern programs is another path worth pursuing while on the search for top talent.

With Artificial Intelligence entering the HVAC space, we've teamed up with DISTRO to bring REP BOT services to our counter sales teams. This democratizes knowledge across the sales counter. Combined

with a centralized contact center, we're enhancing the customer experience while easing the burden on individual teams.

Member groups, such as Women in HVACR, help members become ambassadors for the HVACR industry. They provide the resources needed by their members to visit local high schools to introduce the HVACR industry to upcoming graduates. Getting a student interested in trades before graduation is an excellent way to attract new talent to our industry.

While manufacturers are working to make equipment easier to install and troubleshoot, and distributors are providing training and support, a dealer with the right partners can focus on finding the right talent. In this generation, training has become necessary, but partners can help ease the burden. If training is a must and the right resources are available, the dealer must now put more energy into creating a company culture that attracts the right talent.

Succession planning plays a pivotal role in ensuring continuity, protecting customer relationships, and maintaining operational stability. Purposeful succession planning involves identifying and developing internal talent with the potential to fill strategic roles, while also assessing external recruitment needs when appropriate.

This process should include a deep understanding of core business functions such as sales management,

vendor relations, logistics, and customer service. Leadership and HR should work hand and hand to create tailored development plans, provide mentoring opportunities, and ensure knowledge transfer from outgoing leaders to future successors. If succession planning is done correctly, you can minimize business disruption but also strengthen the organization's future growth.

Homeowners are trusting technicians with HVAC systems that can cost upwards of \$20,000. With rising prices come higher expectations, Leveraging AI, cloud-based diagnostics, and remote troubleshooting allows dealers to do more with fewer people—without compromising service quality.

There's still so much to love about the HVAC industry to attract talent. It's up to us to find creative ways to show others what a fulfilling industry we still are. Against every obstacle we can work together across the manufacturing, distributing, and dealer groups to find the solutions to attract more talent. We are essential and resilient but like all challenges we must find a way.

Article by HARDI People & Culture Council: Christina Savage, Customer Experience Manager at Weathertech Distributing Company / Danielle Williams, Project Manager, Equipment Controls Company / Olivia Kluz, Director of Human Resources, Design Air.

Veto Pro Pac Joins The Malco Group Portfolio of Leading HVACR Brands

ANNANDALE, MINN. (July 8, 2025) — The Malco Group, is proud to announce the acquisition of Veto Pro Pac, a leading maker of high-quality tool storage solutions. This strategic move further strengthens The Malco Group's growing portfolio of brands serving skilled trade professionals across the Americas.

Veto Pro Pac was founded in 2002 by Roger Brouard, a carpenter by trade with over 30 years of experience, who was frustrated with low quality tool

bags that lacked functionality and vertical storage. Veto Pro Pac is the global leader in the premium tool bag category and a well-known and highly respected brand among HVACR, electrical, plumbing and building construction professionals for its thoughtfully designed tool storage bags, backpacks, cases and storage solutions built to withstand demanding jobsite environments. "We're proud to bring Veto into The Malco Group's family of pro-favorite brands," said Rich Benninghoff, CEO of The Malco Group. "This acquisi-

tion not only enhances the solutions we offer to our customers but also reinforces our leadership position in the industry."

"Veto has built a strong brand and reputation in the industry and has many synergies with The Malco Group," said Jim Brooks, CEO of Veto Pro Pac. "Together, we can bring even more value to the professionals who rely on our products while creating new growth opportunities for our distribution partners worldwide."

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AHRI Releases May 2025 U.S. Heating and Cooling Equipment Shipment Data

U.S. shipments of central air conditioners and air-source heat pumps totaled 862,129 units in May 2025, changed -5.4 percent compared to 911,517 units shipped in May 2024. U.S. shipments of air conditioners changed -13.0 percent, to 474,519 units, compared to 545,636 units shipped in May 2024. U.S. shipments of air-source heat pumps changed +5.9 percent, to 387,610 units, compared to 365,881 shipped in May 2024.

Year-to-date combined shipments of central air conditioners and air-source heat pumps changed +2.8 percent, to 3,736,372, compared to 3,635,714 units shipped during the same period in 2024. Year-to-date shipments of central air conditioners changed -2.3 percent, to 2,022,984 units, compared to 2,071,460 units shipped during the same period in 2024. The year-to-date total for heat pump shipments changed +9.5 percent, to 1,713,388, compared to 1,564,254 units shipped during the same period in 2024.

Embraco Expands Its Scroll Compressors Portfolio and Enters the HVAC Market



2025, July – Nidec Global Appliance (GA) announces that its brand Embraco, a global provider of refrigeration technology for the residential and commercial cold chain, will significantly expand its product offerings. As part of GA's growth strategy, the company has acquired the scroll compressors manufacturer Xecom, and this acquisition extends Embraco's capabilities to the heating and air conditioning (HVAC) markets while broadening its presence in the refrigeration segment, solidifying its position as a complete solutions provider.

Alberto Casnati, President of Nidec Global Appliance, emphasizes the game-changing impact of this move: "This is a milestone for Nidec Global Appliance and Embraco, as it now becomes a brand for all climates. This acquisition positions us as a more robust player in scroll technology, empowered to deliver high-performance solutions for refrigeration, heating, and air-conditioning while enhancing our technological capabilities. The expanded scroll portfolio is tailored to meet the diverse needs of OEMs (Original Equipment Manufacturers) and the after-market in both residential and commercial segments and comply with strict international regulations."

Scroll compressors, renowned for their reliability, energy efficiency, and extended cooling capacity, have already been part of Embraco's portfolio, and this product offering expansion is a pivotal addition to the brand's market position. Under the concept "One Brand, All Climates", Embraco introduces a portfolio that extends its presence in refrigeration to heating and air conditioning. The new lineup includes solutions for commercial and residential applications such as cold rooms, heat pumps, rooftop chillers, packaged units, and central ducted home air conditioners. The newly integrated scroll compressors line ranges from 1.2 HP to 35 HP and supports multiple refrigerants, including R410A, R404A, low GWP options, A2Ls and R290.

Over the past 54 years, Embraco has built a reputation as a trusted global reference in refrigeration, known for its innovation and premium quality. This new chapter reflects the brand's strategy to provide complete solutions for its customers. "This portfolio expansion is a planned and expected movement for GA.

We will be taking advantage of our sales and distribution channels as well as of our expertise in energy-efficient and reliable technologies to better support our customers across a wider range of applications. Our ultimate goal is to do it while maintaining our unwavering values of trust, excellence and optimal service levels," adds Casnati.

Since 1971, Embraco has been a global provider of refrigeration technology for the complete residential and commercial cold chain, counting on a broad, efficient and competitive portfolio for household, food service, food retail, merchandisers and medical applications.

Its solutions are differentiated by innovation that exceeds customers' most challenging expectations. Further information at www.embraco.com



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Message from FRACCA President Paul Stehle



FRACCA Leads Charge on HFC Management Rule Opposition By Edward Briggs

In a strong and coordinated response to the U.S. Environmental Protection Agency's (EPA) Final HFC Management Rule, members of Congress—led in part by the Florida delegation—submitted a formal letter to EPA Administrator Lee Zeldin on July 14, 2025, urging the agency to reconsider its aggressive and burdensome regulatory framework.

The letter, signed by twelve members of Congress, including Representatives Neal Dunn, Laurel Lee, Gus Bilirakis, and Greg Steube, reflects the growing concern among small businesses and contractors, especially in warmer states—about the financial and logistical burdens of this rule. The EPA's latest HFC rule under the American Innovation and Manufacturing (AIM) Act mandates strict compliance measures for refrigerant management, including leak detection, servicing procedures, and transition to next-generation refrigerants like A2L, which are more flammable and require new tools and training.

FRACCA's Role in Building Consensus

FRACCA played a pivotal role in ensuring Florida's voice was not only heard but led the charge in the broader opposition to the EPA rule. Through coordinated advocacy, member mobilization, and direct communication with congressional offices, FRACCA helped unify members of Florida's delegation around shared concerns: disproportionate impacts on family-owned HVAC/R businesses, regulatory overreach beyond the AIM Act's timeline, and increasing costs for consumers in the middle of inflation and summer heat.

This letter is more than just a request for reconsideration—it is a call to realign regulatory efforts with the original intent of the AIM Act, emphasizing innovation and phased implementation, rather than sudden and costly overhauls that strain the industry.

A Brief History of the EPA Rule

The AIM Act, passed in 2020, was intended to

phase down the use of hydrofluorocarbons (HFCs) due to their high Global Warming Potential (GWP). Since then, the EPA has issued three major rules under the Act. The latest, finalized in October 2024, goes beyond prior measures by imposing stringent leak monitoring, handling, and servicing requirements years before the 2036 phaseout timeline the legislation envisioned.

The history of refrigerant regulation goes back to the late 1980s with ozone-depleting substances. The AIM Act marked a pivot from that legacy by focusing on climate impacts. Under the new rule:

- New systems must use refrigerants with a GWP below 750.
- Traditional refrigerants like R-410A, while still available through reclamation, are being phased out.
- A2L refrigerants, classified as mildly flammable, are required, triggering the need for extensive technician retraining and safety upgrades—estimated at \$10,000 per contractor for tools and certification.

While intended to support environmental goals, critics argue the EPA's implementation timeline is not only unrealistic but also economically harmful.

Looking Ahead

The push to delay or revise the HFC Management Rule is far from over. With the CRA window closed, the attention now turns to Administrator Zeldin and the EPA leadership. FRACCA will continue its advocacy, working to ensure any future rulemaking reflects both environmental stewardship and economic realism.

In the meantime, contractors should stay informed, document costs associated with compliance, and engage with their elected officials—because, as this effort shows, your voice can influence federal policy.

For more updates on regulatory advocacy and legislative news, follow FRACCA's communications or reach out directly to our policy team.

Thank you from the FRACCA Board of Directors

The Malco Group Announces 2025 Trade-Pro of the Year Winners

ANNANDALE, MINN. (July 28, 2025) — The Malco Group, a leading manufacturer and distributor of high-quality solutions for the HVAC/R and building construction trades based in the Americas, today announced the winners of its 2025 Trade-Pro of the Year Award. The annual program recognizes outstanding trade professionals for their dedication to the industry, commitment to safety and community involvement.

The 2025 program recognized five top HVAC technicians from across the U.S.:

Edward Lavelle, President, EML Mechanical, Stoneham, Massachusetts - **Glen Mccowen**, HVAC installer/technician, Swift Heating, Los Osos, California - **Tim Hall**, Owner, Sentry Heating and Air, Littleton, Colorado - **Tim Wells**, Owner, Hometown Heating and Cooling, LLC, Benton Harbor, Michigan - **Alex Ivey**, Co-owner, Ivey's Air Condition and Refrigeration LLC, Ocean Springs, Mississippi

"It's always a privilege to celebrate the Trade-Pro of the Year honorees for their dedication to their profession and the communities they serve," said Rebecca Talbot, vice president of marketing at The Malco Group. "These pros exemplify the best in the HVAC field, using their expertise to make a lasting difference through their work and service."

Each winner will receive \$1,000 worth of products from the Malco Group, including top brands like Unilite, C&D Valve, Beckett, ACE Chemical and Malco Tools. The Malco Group looks forward to continuing this program in 2026.

As a strong advocate for careers in skilled trades, Malco donates significant quantities of tools and apparel annually to a variety of educational programs, competitions and events nationwide. These include high school and post-secondary technical programs, apprenticeship contests and SkillsUSA conferences. Malco also runs the "Head of the Class" Student Recognition Program, which partners with education programs to celebrate top students and graduating classes in the HVAC/sheet metal and building construction fields. Follow The Malco Group on LinkedIn.

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32°F Saturation (Evap Temperature)



Bryan Orr

Evaporator temperatures below 32°F (or 0°C) are common and acceptable in refrigeration; that's why there is a defrost sequence. It's the same story for a heat pump running in heat

mode; freezing is a part of the process, and defrost is necessary.

In comfort cooling, we can't allow the evaporator to get below 32°F, or it will freeze. I can't tell you how many times I look back at technician notes and can see in plain black and white that the system will freeze.

That is not OK. Freezing causes floodback, no cooling, water damage, and biological growth. We cannot leave a system that is just going to freeze.

The image center is a screenshot from the Danfoss Ref Tools app's refrigerant slider. It shows that when suction pressure drops below 102 PSIG on an R410a system, the coil hits 32°F and will start to freeze.

We need to set up the equipment so that it does not

freeze during normal operating conditions.

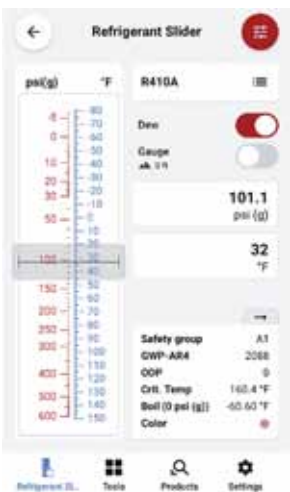
A typical residential A/C system should be set up so that the return temp can get all the way down to 68°F and still be just above freezing.

Let's say it's 78°F in a house on an R410a system, and your suction pressure is around 107–108 PSIG (shown below). Your suction saturation (coil temperature) is 35°F. The coil won't freeze. However...

The coil temperature will drop approximately 1°F for every degree the return temperature drops. So, if the customer sets it down to 74°F, the saturation will now be 31°F, and the coil will freeze.

It's pretty basic stuff, but it's very important if you don't want to leave a problem for your customers. Many things can cause a coil to freeze (including low airflow, restrictions, and low refrigerant charge), but step #1 is having the wherewithal to catch it. Keep in mind that this is only once the system has run long enough to stabilize. Don't start making changes until the system has run for at least 10 minutes and leveled off.

—Bryan



Registration for Vegas is Open!

The main event for everything HVACR! The AHR Expo brings the entire HVACR community together to showcase the latest products and technologies, learn from industry experts, engage in cross-disciplinary conversations, and grow businesses and careers.

The next AHR Expo will take place in Las Vegas, February 2–4, 2026. Registration is open for the 2026 AHR Expo in Las Vegas! We invite you to register now at no cost and opt to receive your badge by mail. Registration takes 2 minutes and locks you in for HVACR's main event!

There are many opportunities to earn PDHs at the AHR Expo, including ASHRAE Learning Institute sessions, open to all attendees (registration & fee required). Sit in on rapid-fire 20-minute presentations of new products & tech directly from manufacturers. Four theaters will host 150+ presentations. AHR's Podcast Pavilions put the top voices, personalities, and perspectives from around the industry on stage, live and in-person.

The ASHRAE Winter Conference, held concurrently with the AHR Expo, will offer over 100 technical sessions. Separate registration is required.

HomeServe Commits to Workforce Development through PHCC Scholarships

FALLS CHURCH, Va. (July 10, 2025) – The Plumbing-Heating-Cooling Contractors—National Association (PHCC) Educational Foundation is proud to announce HomeServe as the newest award sponsor for the PHCC scholarship program. HomeServe will be funding five scholarships this year, with each award providing \$3,000 in support for students pursuing plumbing or HVAC apprenticeship or service technician training.

HomeServe is a leading home repair solutions company with nearly 5 million customers across North America, offering optional protection plans that help protect homeowners against the expense and inconvenience of plumbing, electrical, HVAC and other home repair emergencies. The company partners with professional contractors to provide these services to consumers. “We are always looking for ways to support recruiting and training the technicians that our contractor partners need and that allow our business to continue to serve customers across the country,” said Myles Meehan, SVP of Public Relations at HomeServe. “Partnering with the PHCC Educational Foundation on scholarships also fits perfectly with HomeServe's broader Skilled Trades Initiative, aimed at strengthening and expanding the skilled labor force.”

New hires in the trades are often asked to contribute to covering the costs of their technical training at the time when their entry-level wages are the lowest. The Foundation's scholarship program is designed to help students afford the training and education they need to build their earnings potential. This smooths the student's financial path to pursue a trades career and lowers the risk for the employer to commit to their training process – resulting in a better outcome for both.

The PHCC Foundation plans to award 65 scholarships in 2025, with funding of up to \$152,000 available to award winners. The application deadline was May 1st, and a committee of Foundation contractor volunteers are currently reviewing and scoring the applications. The applicants with the highest average scores are paired with the available awards.

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Performance Pointers

By James Ball



Profit from Service - Part 1

Most residential HVAC companies lose money in their service department. That may sound surprising, but it's the reality for many contractors across the country. While service trucks stay busy and phones keep ringing, the numbers often tell a different story. After the cost for parts, payroll, overhead, callbacks, and discounts, there's very little money left. In some cases, the service department becomes a loss leader rather than a profit center.

Managing a residential service department takes an enormous amount of time, energy, and focus. You've got technicians to train, schedules to manage, customers to please, and equipment to maintain. It's easy to get buried in the daily grind and overlook the big picture. The key question to ask yourself is this: **does this department actually make money?**

This article offers practical guidelines for turning your service operation into a profitable arm of your business. It's not about working harder -- it's about working smarter, tracking the right metrics, pricing with intention, and building a team that understands how to serve customers while supporting the bottom line.

Know Your Numbers

If you don't know your numbers, you don't know if you're making money. In most HVAC service departments, problems start because the owners and managers don't know their numbers. Busy doesn't mean profitable. In fact, many companies assume that if trucks are rolling, they're earning, but in reality, those trucks may be generating more overhead than income.

Understand the Cost of Running a Truck: Every service vehicle you send out adds significant overhead. Fuel, insurance, maintenance, tools, inventory, and uniforms are just the beginning. But the real cost shows up in support functions: dispatch, office staff, bookkeeping, software, marketing, and

management time. Most overhead in a residential HVAC company is directly related to the number of service vehicles on the road. The more trucks you operate, the higher your overhead burden.

That's why it's critical to evaluate each truck: not just by how many calls it runs, but by how much gross profit it generates per hour it's in operation. A single underperforming truck can quietly drain thousands from your bottom line over the course of a year.

Break Down the True Cost of a Service Call: To set profitable pricing and build a sustainable business, you must understand what it costs to show up at a customer's door — even before any work is done. Some of these costs include:

- Technician labor (wages + payroll taxes + benefits)
- Time spent on non-billable tasks (driving, parts runs, callbacks)
- Vehicle costs (gas, maintenance, depreciation)
- Overhead (office operations, admin, rent, software, etc.)

Once you see the full picture, you can make smarter decisions on pricing, technician productivity, and which calls are worth taking.

Track and Use Key Performance Indicators (KPIs): You can't manage what you don't measure. Most contractors glance at the checking account balance to gauge success, but that's like driving by looking in the rearview mirror. A handful of key performance indicators (KPIs) will give you real-time insight into whether your service department is profitable or just burning fuel.

Here are some critical KPIs every HVAC service operation should track, including an example from my business some years back:

· **Average Revenue per Tech per Day:** A solid minimum benchmark is \$1,000 per day per technician. That's a reliable target that balances profitability with service quality. It doesn't mean pushing a

tech to run eight or more calls per day. It means running fewer calls more profitably.

· **Calls per Day per Tech:** For quality of work and upsell opportunities, four calls per day is ideal. That gives the technician time to do a proper diagnosis, present options, and build trust. More than four calls often leads to burnout, missed opportunities, and callbacks.

· **Gross Margin on Service Work:** My business service gross margin was in the range of 60%. That meant after paying for direct labor and materials, my company kept 60 cents of every dollar to cover overhead and produce net profit. If your margin is significantly lower, you're either underpricing, discounting too often, or bleeding due to truck inefficiency.

· **Billable Efficiency:** How much of your tech's time is generating revenue? A tech might be clocked in for nine hours, but if only five of those hours are billable, you've got an efficiency problem. GPS tracking and dispatch software can help you measure and improve this problem.

· **Maintenance Agreement Conversions:** Every service visit is a chance to grow recurring revenue. Track how often your techs convert one-time customers into maintenance members. High-performing companies often shoot for 30–50% conversion rates on non-member calls. By setting clear expectations and using KPIs to drive behavior, you move from running a reactive service business to a proactive performance-driven operation. These numbers should be posted, shared, and talked about weekly with your techs.

Pricing for Profit

Many residential HVAC companies don't charge enough and they're paying the price in low margins, high stress, and burnout. The truth is, if you don't price for profit, your service department becomes a busy, expensive machine that barely breaks even.

go to page B8

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Johnstone Supply Ware Group Supports Young Technicians of the Pine Ridge HVAC Class of 2025

Johnstone Supply Ware Group knows the importance of supporting young technicians, because they are the future of the HVAC industry!

Travis Marques of Johnstone Supply Daytona Beach is focused on the success of the HVAC Academy at Pine Ridge through Open Houses where they receive donations and learn from well seasoned HVAC trainers. Another way is through the support of local ACCA groups, and attending their graduations too!

A local HVAC company stated, "Just wanted to take a moment to reach out to let you know that the

graduation at Pine Ridge high school's HVAC academy was a huge success. The enthusiasm Mark and Travis have shown, and their hard work really made a big difference. Both had great interaction with an amazing group of young people anxious to get out into the field. Thanks to everyone at Johnstone for the tremendous support. Hope to have a couple of the graduates on our team soon." said Richard Von-Brocken of Von-Aire, Inc

quence of courses that delivers rigorous, industry-relevant content, aligned with academic standards and technical skills necessary for success in the Architecture & Construction career cluster. Students develop technical proficiency through competency-based, hands-on learning that enhances academic knowledge, critical thinking, problem-solving abilities, and workplace readiness. The curriculum emphasizes both general employability and occupation-specific skills, with a focus on the design, testing, maintenance, and repair of heating, ventilation, air conditioning, and cooling (HVAC) systems.

HVAC Academy at Pine Ridge High School
The HVAC program offers a structured se-



Leland Wilbert A/C Instructor of Pine Ridge HVAC and Travis Marques of Johnstone Supply Ware Group at the their Open House with a donation of tool bags



Leland Wilbert, Mark Graham, and Travis Marques at the 2025 Pine Ridge High School HVAC Graduation



The 2025 HVAC Graduating Class at Pine Ridge High School

Nidec/US Motors Recognizes Top Salespersons

ST. LOUIS, MO - July 16, 2025 - At its annual Sales and Marketing Summit in St. Louis, Nidec/U.S. MOTORS® honored three top salespeople for their exceptional dedication, expertise and results.

Dean Johnson was awarded the HVAC After-market Salesperson of the Year Award, Rick Peugh was awarded the Strategic OEM Salesperson of the Year Award and Jim Logan was awarded the Territory OEM Salesperson of the Year Award.

The awards were presented at the meeting, which was held in June. The individuals were recognized for their outstanding sales performance, expert knowledge and unwavering commitment to

customer service.

The U.S. MOTORS brand is an industry leader in electric motors featuring advanced technology, from variable speed electronically commutated motors to market-leading NEMA Premium® efficient motors. More information on U.S. MOTORS products can be found at www.usmotors.com

Nidec Corporation is the world's No.1 comprehensive motor manufacturer. Based in Kyoto, Japan, Nidec Corporation offers motors ranging from micro-size to super large, as well as application products and services in IT, automation, home appliances, automobiles, commercial and industrial

systems, environmental, energy, and many other businesses. Nidec comprises approximately 340 companies employing more than 110,000 people all over the world.

The U.S. MOTORS brand encompasses a complete line of general and special purpose commercial and industrial motors from 1/30 horsepower through 4000 horsepower for a wide variety of applications. Since 1908, the U.S. MOTORS brand has stood for exceptional product reliability and performance. It is one of the oldest and most trusted brands in the motor industry and is recognized worldwide as the mark of leadership and technological innovation.



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Anglers enjoyed sunshine, friendly competition, and even a sold-out boat for their first-ever drift fishing competition aboard “Living on Island Time”.



Junior Angler Winner: Daniel Martinez of Cool World AC with his King Mackerel fish weighing 6.2 lbs.



Smalest fish Angler Winner: Brandon Manderville of Wagners Refrigeration & AC with a Ballyhoo fish and weight was undetermined



PBACCA Officers and Directors: Steven Castillo, Rob Mayhew, Randy Castricone, Alexa Lee, Andy Taylor, and Arturo A. Alba, Jr.



RGF Environmental Group sponsored well needed refreshments during and after the fishing tournament



The PBACCA fishermen, members, and families enjoyed a delicious buffet after the tournament



Jay Jenkins of Mechanical Air, Ricky Wedgeworth of JB Warranties, David Baruso, Augusto Castillo and Tram Angle of Lowen Air Conditioning



High-E-Fishin-Sea Tournament 2.0 at the Palm Beach Yacht Center July 12, 2025

PBACCA hosted their High-E-Fishin-Sea 2.0 event at the Palm Beach Yacht Center on July 12th from 8am - 2pm. Anglers enjoyed sunshine, friendly competition, and even a sold-out boat for their first-ever drift fishing competition aboard “Living on Island Time”. The junior winner was angler Daniel Martinez of Cool World AC. The male winner was angler Joe Torrelli of Federated Insurance, and the Smallest fish winner was angler Brandon Manderville of Wagner’s Refrigeration and AC.

PBACCA president Steve Castillo, board members, and directors served the participants in the fishing tournament this year.

There were many great raffle prizes that were awarded including high-tech items, and even an inflatable kayak. A delicious buffet was consumed by everyone after the tournament.

Sponsors that helped make this event possible: T-Shirt and Angler Bag Sponsor: Tropic Supply / Ruud. Raffle Sponsor: Johnstone Supply. Bar Sponsor: RGF Environmental Group. Lunch Sponsors: Arco Supply and Al Packer Ford. Breakfast Sponsor: York Factory Direct. Cash Sponsor: Airworx AC. Prize Sponsors: CMI AC, Floextreme, and Trane. Prize Donator: Federated Insurance, JB Warranties and Gemaire. Event Activity Sponsors: Johns Manville and Mueller. Lunch Pack Sponsor: Daikin.

More than \$1,000.00 was raised for the Maurice J. Jacobson Scholarship Fund, exceeding our expectations. We are delighted and these earnings will go directly for scholarships to be awarded this year.



Viviana McGuire of Daikin Comfort with Angela Soland of RGF Evironmental Group



It was a great turnout for the PBACCA High-E-Fishin-Sea Tournament 2.0 at the Palm Beach Yacht Center



Junior Angler winner Daniel Martinez of Cool World with PBACCA president Steve Castillo



When the boat returned from fishing, everyone came together for a group photo at the dock



Male Angler Winner: Joe Torelli of Federated Insurance with his Bonita fish weighing 7.28 lbs.



At weigh in time, the winners were selected and received their trophies during the award ceremony



Fish that was caught during the tourament was prepared to take home with the anglers



Frank Valley, Joe Watkins, Daniel Martinez, and David Soto of Cool World Air Conditioning



Frank Early, Jamine Sampson and Islet McDonald of State Energy enjoying lunch together



Male angler winner Joe Torrelli of Federated Insurance with PBACCA president Steve Castillo

Hybrid Cooling: How Combining Free and Active Cooling Optimizes Energy Efficiency in Industrial Enclosures

In the face of rising energy costs and stringent environmental regulations, industries are increasingly exploring innovative solutions to maintain operational efficiency while reducing their carbon footprint. In the thermal management space, especially for industrial applications, one of the most practical solutions is hybrid cooling—an approach that, while not entirely new to the industry, is being refined and adapted to achieve more significant energy savings, reduce operational costs, and minimize environmental impact.

Hybrid cooling combines two distinct methods—free cooling and active cooling—into a unified system designed to optimize energy efficiency. Free cooling, or passive cooling, harnesses cooler ambient air to dissipate heat from inside industrial enclosures without relying on large energy consuming entities, like a compressor. Active cooling, on the other hand, employs a conventional refrigerant cycle utilizing a compressor to manage internal enclosure temperatures actively.

At the heart of hybrid cooling is the intelligent integration of these two approaches. Typically, the system prioritizes free cooling whenever ambient conditions permit, thus reducing the need for energy-intensive compressor operation. When temperatures rise or cooling demand escalates beyond the capacity of passive cooling alone, the active cooling component engages seamlessly, maintaining optimal operating conditions within the enclosure.

In hybrid cooling systems, passive cooling is implemented using an exchanger filled with refrigerant. This refrigerant remains in a liquid state at the exchanger's base, absorbing heat from the hot enclosure air and boiling upwards. Cooler external ambient air then condenses the refrigerant, cycling it back down. This process passively dissipates heat, leveraging environmental conditions to minimize energy consumption. The active cooling segment uses a compressor, which utilizes the same refrigeration cycle mentioned here.

The benefits of hybrid cooling in industrial settings extend well beyond basic energy savings. By combining passive and active cooling, systems like

Pfannenberg's DHS Hybrid Series provide built-in redundancy. This ensures operational continuity even if one system component experiences downtime. For instance, if the compressor in the active cooling segment were to fail, the passive cooling system could continue providing partial cooling. This feature of hybrid cooling systems reduces system downtime and safeguards critical operations.

Hybrid cooling solutions are especially beneficial in environments characterized by fluctuating cooling demands or variable ambient temperatures. Facilities operating in cooler climates or those maintaining climate-controlled environments are particularly suited to hybrid systems. A beverage manufacturing plant, for example, may have shifts running at partial capacity overnight, generating less heat and thus benefiting substantially from passive cooling alone during these periods. This adaptability allows hybrid cooling systems to optimize energy consumption effectively, translating into significant operational savings and sustainability benefits over time.

Hybrid cooling addresses several contemporary industrial challenges such as energy efficiency, carbon emissions and sustainability, and equipment reliability. The ideal hybrid cooling solution significantly reduces energy consumption compared to conventional cooling solutions while adapting to shifting environmental needs. This intelligent operation ensures the active cooling system's compressor runs less frequently, not only lowering energy bills but extending the system's component lifespan, resulting in fewer maintenance needs and a higher system life expectancy.

When it comes to sustainability and emissions, some hybrid cooling systems, like Pfannenberg's DHS Hybrid Series, utilizes R-513A or other lower GWP refrigerants, compliant with upcoming environmental regulations due to its lower Global Warming Potential (GWP). This makes hybrid cooling not only an energy efficient but also an environmentally conscious choice, as systems align with increasingly stringent climate policies and sustainability goals.

As global industries increasingly prioritize sustainability and energy efficiency, hybrid cooling tech-

nologies are poised for substantial growth. Companies like Pfannenberg, committed to "Protecting People, Machines, and the Environment," are at the forefront of developing solutions that balance performance with environmental responsibility. Looking forward, hybrid cooling systems are likely to evolve with even greater emphasis on reducing energy usage, integrating smarter controls, and adhering to stricter environmental standards.

Modern hybrid cooling solutions are moving away from complex and costly components, favoring straightforward designs that rely on standard compressors activated only when passive cooling is insufficient. This simplicity enhances system reliability, reduces maintenance costs, and ensures minimal downtime-key factors for industries seeking operational continuity.

Variable-speed fans are increasingly being used to optimize performance, further improving system efficiency and adaptability to varying cooling demands. The ease of maintenance and repair, enabled by easily replaceable components, is a critical consideration that supports ongoing industrial productivity.

Pfannenberg's DHS Hybrid Series serves as a forward-looking example of how industrial thermal management can evolve, offering a distinctive interpretation of hybrid cooling that balances proven engineering principles with a commitment to sustainability. As environmental regulations continue to tighten, innovative cooling solutions like hybrid systems will become not just merely advantageous but essential for responsible and efficient industrial operation.

Hybrid cooling systems offer industries a practical, efficient, and environmentally friendly solution to thermal management challenges. By intelligently combining free cooling and active cooling, these systems not only reduce energy consumption and carbon emissions but also enhance operational reliability while reducing overall lifecycle costs, setting a new standard for future developments in industrial thermal management. Article by: Lucas Faulkner, Senior Application Engineer, and Matt Roberts, Technical Project Manager in Engineering at Pfannenberg



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INDIANAPOLIS, IN – July 14, 2025 – Carrier is proud to announce that its Air-to-Water Heat Pump with Integrated Domestic Hot Water (AWHP with DHW) has been named a 2025 Sustainable Product of the Year by Green Builder Media. This prestigious recognition highlights Carrier’s continued leadership in delivering innovative, energy-efficient solutions that support a more sustainable built environment. Carrier is a part of Carrier Global Corporation (NYSE: CARR), global leader in intelligent climate and energy solutions.

The Carrier AWHP with DHW was selected for its advanced refrigerant technology, compact design, and ability to provide a complete heating, cooling, and domestic hot water solution. Designed for both new residential construction and retrofit applications, the system offers a Coefficient of Performance (COP) of up to 4.9, significantly reducing energy consumption and greenhouse gas emissions compared to traditional systems.

“This award underscores our commitment to engineering products that not only meet the needs of today’s homeowners but also contribute to a more sustainable future,” said Olivier Vareille, President and CEO, Hydronics North America at Carrier. “The Air-to-Water Heat Pump with Integrated Domestic Hot Water is a cornerstone of our strategy to decarbonize residential heating and cooling while enhancing comfort and performance.”

The product’s recognition by Green Builder Media reflects its alignment with key sustainability trends, including electrification and decarbonization. With features like low-GWP refrigerant, quiet operation, and flexible application, the AWHP with DHW exemplifies Carrier’s vision of transforming homes into energy-efficient ecosystems.

Carrier’s inclusion in the 2025 Sustainable Products of the Year list builds on a legacy of innovation and environmental stewardship. The company has committed to helping its customers avoid more than 1 gigaton of greenhouse gas emissions by 2030 and achieving net-zero emissions across its operations by 2050.

NCI Gives Back with TEN \$2,000 Scholarships to High-Performance HVAC Summit 2025!

National Comfort Institute is excited to announce its NCI Summit 2025 Scholarship program for up to 10 High-Performance HVAC professionals. We created this program to help deserving contractors and/or their employees participate in what is sure to be one of the HVAC Industry’s best events of 2025.

Each Scholarship covers a full Summit 2025 registration, including all meals and social events, plus 3 nights at the Kalahari Round Rock, TX - Tuesday – a \$2,000 value!

SCHOLARSHIP RULES

Individual must:

- Either own, or work for an HVAC Contracting Company

- Demonstrate a strong desire to participate in the High-Performance HVAC Summit
- Be willing to participate in all three days of the conference
- Cover his or her own travel expenses to and from the conference

Scholarships will be awarded to Contractors and/or employees based on qualifications and responses.

You can either nominate yourself or one of your employees. One nomination per application. The online application is very simple and should only take a 10-15 minutes to complete.

Nominations must be received no later than August 11, 2025. We look forward to seeing you at Summit!

SUMMER SLAM PROMOTION

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Sun's out, tools out. This summer, NAVAC will beat the heat and make you stay cool with our three promotions, running August and September!

Buy any 2 different PowerT3 tools, **NEF6LM NTE11L NTB7L** and get a **Flex-X** for free!

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Buy any recovery unit, **NR7 NRDD NRDDF NRDC4M** and get an **NRS2A Scale** for free!

USA and Canada only. Promotion valid while supplies last. Offer cannot be combined with any other promotions or discounts. Offer valid for purchases between 8/1/2025 and 9/30/2025. Free items have no cash value and cannot be exchanged or returned. NAVAC reserves the right to cancel or modify this promotion at any time without prior notice. Available for redemption at participating NAVAC distributors and online retailers. For additional information, visit www.NavacGlobal.com/slam25

Performance Pointers

By James Ball
(continued from page B3)

To fix that, you must be deliberate. **You're not just pricing parts and labor — you're pricing the delivery of a complete experience.** This includes covering the cost of your trained technicians, stocked trucks, insurance, warranty support, and overhead. And most importantly, you're pricing in a way that builds **trust with the customer.**

Stop Competing on Price: Customers don't wake up in the morning hoping to find the cheapest HVAC company. They want their problem solved quickly, professionally, and with confidence. If the only thing that sets you apart is being cheaper, you're in a race to the bottom — and there's no prize for last place.

Instead, focus on value. When you consistently offer clean work, clear communication, and competent technicians, people will pay more. They just want to know what they're paying **upfront**, and that they're not going to be surprised at the end.

Use Flat-Rate Pricing and Provide Upfront Quotes: This is where flat-rate-pricing shines. Customers don't like open-ended service calls. They want to know what it's going to cost before they say yes. Flat rate pricing **takes the risk off the customer's shoulders** and puts it on the company — where it belongs.

With a flat rate system, you can:

- Give customers an exact price **before the work starts**
- Avoid uncomfortable conversations at the end of the call
- Build trust and eliminate confusion
- Maintain consistency across technicians and jobs.

Upfront pricing turns the conversation from "how much will this cost?" to "what's the best option for me?" It builds credibility and allows the customer to make informed decisions without pressure.

The tech's job isn't to quote a time and material estimate and hope for the best. Their job is to assess the situation, explain the issue clearly, and present solutions with fixed prices. Done right, this approach improves close rates, reduces disputes, and raises the average ticket without any gimmicks.

Charge Diagnostic and Trip Fees with Confidence: You don't work for free, and your techs shouldn't either. As I have said, every call has a cost before any work begins.. A diagnostic or trip fee is a fair way to cover those costs while reinforcing your company's professionalism.

Be confident in explaining your fees:

"We charge a small diagnostic fee that covers the technician's time to come out, evaluate the system, and give you an upfront quote for any needed work. That way, you'll know exactly what it will cost before we do anything."

This language puts the customer at ease. It tells them: no surprises, no pressure, and they are in control.

We will continue the 2nd part of this article "Profit from Service" in the next issue of Today's AC.

Jim Ball has been involved in the HVAC industry all his life. He's been a long-time National Comfort Institute (NCI) shining star and an effective implementer of High-Performance HVAC™. Jim sold his family HVAC service company and looks to give back to the industry by contributing his knowledge and experience. He hopes to help other HVAC professionals move forward with implementing High-Performance HVAC processes.

As a Senior Mechanical Engineer with Dewberry Engineering, Jim stays actively involved in helping contractors in our industry become High-Performance HVAC contractors using lessons learned from NCI. If you would like to learn more, take a look at NationalComfortInstitute.com or call 800-633-7058.




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Inspiring the Next Generation of Female Trades Workers: Oatey Co. Leads Plumbing Workshop at Girls' Construction Camp

CLEVELAND, OHIO, JULY 23, 2025—Associates from Oatey Co., a leading manufacturer in the plumbing industry, volunteered for the third consecutive year at the "Let's Build Construction Careers" Camp for Girls, held June 18 at

Mahoning County Career & Technical Center (MCCTC) in Canfield, Ohio. As a returning sponsor, Oatey developed and delivered a hands-on plumbing training designed to introduce campers to real-world skills and career opportunities in the trades.

The mission of the "Let's Build Construction Careers" Camp for Girls is to empower girls ages 12–17 to explore career paths in skilled trades, construction and manufacturing—fields where women have traditionally been underrepresented.

This free, week-long program offers experiential learning, field trips and mentorship, providing early

exposure to high-demand careers like plumbing, pipefitting, electrical work, welding, drywall installation, bricklaying and more.

Oatey volunteers, led by Technical Specialist Jim Eichenser, facilitated a "Plumbing 101" workshop. Throughout the day, they instructed and mentored campers rotating through skill stations focused on core plumbing fundamentals, including solvent welding PVC pipe, installing washer supply boxes and sink strainers, pulling and setting toilets and soldering copper pipe.

"The level of interest and enthusiasm these campers showed was truly inspiring," said Eichenser. "Introducing them to experiences like this early on is so important—not just for building technical skills,

but for helping them gain confidence and see the breadth of opportunities in the skilled trades. Exposure like this can be the spark that shapes a future career."



"Let's Build Construction Careers" Camp for Girls in Canfield, Ohio

RACCA's Apprenticeship Program Is Looking For A Couple Of Individuals Interested In Teaching First Year Classes In It's Highly Regarded Training Program

Instructors will teach two nights a week from September to the following April each year for a total of 52 classes.

The classes begin at 6:00 pm and conclude by 9:00 pm. There is a week off for Thanksgiving, two weeks off during Christmas and another week off for Spring Break plus a few other days for holidays and School District planning days.

We will train the instructors with already established curriculum, night by night lesson plans and all materials and educational tools are provided.

Instructors are compensated \$ 33.00 per hour by the Pinellas County School District and the RACCA Association on a monthly basis.

The first year curriculum covers construction site

safety, basic understanding of HVAC blueprints and specs, understanding the characteristics of Airflow and sizing Duct systems, fabricating and installing fiberglass/flex-duct/sheet metal air distribution.

The Mechanical Code as it relates to new installations is also one of the covered subjects. If you are interested in making a little bit of extra money while giving back to the industry you're working in or would enjoy the opportunity to share your knowledge and experience with our tradesmen of the future.....this is very rewarding and a lot of fun. If you are an employer and feel one of your employees would be a good candidate, please pass this info forward. For more information or to apply, please call the Program's Administrator Keane Bismarck at (813) 253-9859.

Bosch Delivers Efficient Cooling and Heating With Updated Packaged Heat Pumps

WATERTOWN, MASS. – Bosch Home Comfort, a leading source of high-quality heating, cooling and hot water systems, has unveiled new R-454B versions of its Bosch IDP Plus and IDP Premium Heat Pumps in compliance with low global warming potential (GWP) A2L refrigerant requirements. These latest models utilize the low GWP R-454B refrigerant while continuing to offer a simple and seamless installation, making it easy and effortless to cool and heat #LikeABosch.

The Bosch IDP Plus (R-454B Version) delivers the same great efficiency and comfort at the standard 16-SEER2 efficiency level, while adhering to the latest refrigerant requirements. It is available in three-ton and five-ton models.

The Bosch IDP Premium (R-454B Version) offers great savings on energy costs by qualifying for maximum energy rebates. It's also available in three and five-ton models and features an inverter compressor that operates at 33% to 114% speed and modulates in 1% increments, allowing for optimal energy use and efficient operation.

Both heat pump units feature the following:

Quiet comfort: Silent blade technology, sound isolating mounts and outdoor condensing section placements make these units some of the quietest on the market.

Intelligent control: Automatic adjustments to capacity maintain ideal temperature setting.

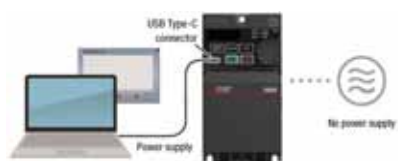
Steady energy use: Energy consumption is monitored and regulated to smoothly ramp up and avoid spikes – increasing longevity of the unit.

Residential limited warranty: Bosch backs the IDP Family with a 10-year residential limited warranty protection on parts.

“The IDP Family of air-to-air heat pumps are a reliable option for homeowners looking for a system that takes care of heating and cooling in one,” said Ian McIver, Product Manager for Bosch Home Comfort. “These new R-454B Versions offer that same performance and efficiency customers have come to know, with refrigerant that complies with the latest industry standards. This product line update is yet another example of how Bosch is continuing to innovate and stay at the forefront of home comfort technology.”

To learn more about Bosch Home Comfort and its complete portfolio of products, visit www.Bosch-homecomfort.com/us.

Mitsubishi Electric Unveils Next-Generation FR-D800 Series Inverters for Enhanced Efficiency and Simplicity



Mitsubishi Electric has launched its latest FR-D800 series inverters, designed to deliver better performance, easy operation, and improved energy efficiency for a wide range of industrial applications.

Compact and intuitive, the new series delivers powerful performance alongside features designed to make selection, installation, and operation simpler.

With a focus on user-friendliness, the FR-D800 inverters feature a door-style surface cover and integrated wiring to make installation faster and easier. The FR-D800 is up to 37% smaller*1 than its equivalent predecessor, reducing enclosure size requirements, allowing for more flexible mounting, and reduced installation costs. A new USB Type-C interface lets users set parameters directly from a PC without powering up the inverter, streamlining both setup and maintenance.

The inverters can help save energy with advanced synchronous motor control, which reduces power consumption and cuts operating costs. Its high-efficiency motor drive and lower standby power consumption also contribute to a reduced carbon footprint, supporting more sustainable production practices.

“With the FR-D800 series, we wanted to create an inverter that both new and experienced users can use with confidence,” said Shotaro Marumoto, Inverter Development Section Leader at Mitsubishi Electric. “We’ve made it straightforward while delivering the advanced performance businesses need to improve productivity, save energy, and meet their sustainability goals.”

The FR-D800 series is suitable for a wide range of applications, from conveyors and pumps to food processing equipment and textile machinery. Selected models*2 are also suitable for harsh, corrosive environments, thanks to circuit board protection meeting IEC 60721-3-3:1994 3C2/3S2 standards. Furthermore, FR-D800 inverters can control both induction and permanent magnet (PM) motors, eliminating the need for multiple inverters for different motor types. Built-in support for popular Ethernet protocols including CC-Link IE TSN, Modbus/TCP, and EtherNet/IP ensures seamless integration into existing industrial networks, enabling users to quickly integrate it into their digital manufacturing and smart production environments. To learn more about FR-D800 series, please visit <https://us.mitsubishielectric.com/fa/en/products/drv/inv/pmerit/fr-d/fr-d800/>.

Elite Software

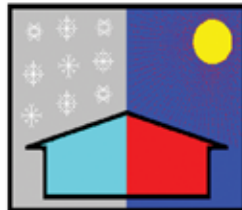
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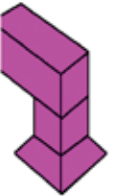
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UPCOMING EVENTS



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Please email your resume to careers@tropicsupply.com.

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Tropic Supply	B1
Ultravation	B3
Venstar Thermostats	B2
Winsupply	21
WHVACR Conference	B6
Yellow Jacket TitanMAX	6
Zebra Instruments	22

TODAY'S A/C NEWS

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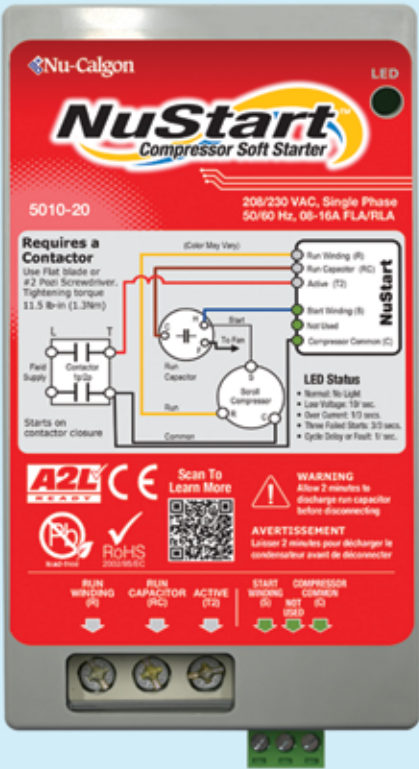
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NuStart is both a soft starter and protection device for the scroll compressor in the HVAC/R system. The product uses a current-based motor control to optimize motor start-up for the scroll compressor, in doing so, significant reductions in-rush amperage and motor torque with compressor start-up. End-user benefits include: reduction in start-up noise and vibration, eliminates light flicker and nuisance circuit breaker trips, reduction in contactor arcing, and less mechanical stress on the compressor and connected refrigerant piping. Furthermore, lowering the in-rush current of the compressor allows for a more efficient start-up with off-grid solutions such as solar/battery systems or backup power sources, allowing the use of a smaller generator.

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