

TODAY'S A/C

& REFRIGERATION NEWS

Serving the Southeast Region

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



Tropic Supply Celebrates National HVAC Tech Day & World Refrigeration Day (see page 14)



Saez Distributors Hosts "SAEZ DEPOT" Grand Opening in Doral (see page 16-17)



A&R Supply Hosts 3rd Annual Mahi-Slam Fishing Tournament in the Florida Keys (see page B4)



SFACCA June Meeting on AI Powered Growth for HVAC Contractors (see page C3)



ASHRAE Miami Meeting Navigating Miami's Energy Landscape- BE305 Initiative (see page B6)

A2L Equipment Surpasses 50% of Market Share as HFC Transition Accelerates



Jeff Schlichenmeyer
Publisher

Columbus, OH — June 11, 2025 — Heating, Air-conditioning & Refrigeration Distributors International (HARDI) announced today that the HVACR industry has reached a significant milestone in its transition to lower-global warming potential refrigerants. According to HARDI's April 2025 Unitary Market Intelligence Report, central ducted HVAC systems using A2L refrigerants accounted for 51% of sales, with preliminary May data indicating further growth to 60%. The Unitary Market Intelligence Report uses automated submissions of distributor sales data to model the national, regional, and state-level HVAC market. The transition has accelerated since November 2024, when A2L-based equipment made up less than 5% of the market.

"This milestone confirms that the industry is embracing the new A2L refrigerants," said HARDI CEO Talbot Gee. "Despite facing price volatility and ongoing shortages of R-454B cylinders, distributors

and contractors are adopting the next generation of HVAC systems at a rate no one anticipated."

Even with rapid adoption, the transition has been complicated by a rule from the Environmental Protection Agency that links compliance deadlines to installation dates instead of the date of manufacture or import. This regulatory structure unnecessarily burdens distributors unable to sell their R-410A inventory, adding unwanted complexity, inefficiency, and risk to the supply chain.

"This installation date requirement is bad policy," said Alex Ayers, Vice President of Government Affairs at HARDI. "It creates significant uncertainty for businesses without delivering any additional environmental benefit. We urge Congress to ensure that future regulations avoid this flawed approach. No agency should be able to punish businesses over political pressure from outside groups."

As the industry adapts to new regulatory requirements, HARDI continues to support a stable, market-based transition that preserves consumers' ability to repair existing systems while efficiently filling the supply chain with new systems for installation. The Unitary Market Intelligence Report remains a vital benchmarking tool for HVACR distributors navigating this complex regulatory environment.

Saez Distributors Hosts Grand Opening Celebration for "Saez Depot" in Doral

On June 17th from 7:30am to 4:30pm, Saez Distributors Celebrated the Grand Opening of Saez Depot at their Doral location. This is a New Era of Speed, Service, and Savings. Over a decade ago, God gave Jorge Saez a vision to simplify the shopping experience in their store. He wanted a place where customers could efficiently come in, find what they need, "grab - pay - and go" so they can quickly serve their customers.

Today, that vision has become a reality. Welcome to Saez Depot. The project took more than two years to complete. It began with two months of planning, followed by a preparation phase, and the final phase brought everything to-

gether by the awesome determination of Team Saez!

Saez Distributors was also very excited to launch their new equipment line, Fujitsu Unitary. It was a Grand Day indeed. It started bright and early at

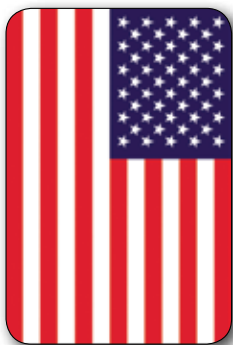


7:30am with breakfast, a large line waiting to take advantage of some great product specials, great raffle prizes, and a ribbon cutting ceremony. Over 20 manufacturers representatives were on site giving product presentations and answering questions. A delicious

lunch was served including pork, chicken, rice and peas, boiled yuca and much more.

Stop by and check out the New Saez Depot, It is a completely new experience!

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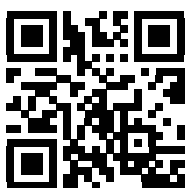
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25 Ways to Increase Profitability

**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.**

This series focuses on 25 simple actions that will increase your company's bottom line. They are simple to do. However, you must execute them and these actions must become habits. You don't want a busy summer with cash being plentiful and have no cash left at the end of summer when you pay your bills.

This series starts with this question: Why do you want to be more profitable? You **MUST** have an answer to this question. Otherwise, you won't do the work.

For those of you who are still struggling to make a profit, your first answer will probably be to generate sustainable profits so the company can survive. However, once profits have gone beyond survival stage, NOW why do you want to continue being profitable?

Your answer might be, "Because I want to grow my business." My next question is "Why do you want to grow?" At this point...you're probably thinking I'm questioning like a lawyer cross examining a witness.

However, you really do need to know why you want to be profitable...and have sustained profits, i.e. profitability.

Some of you might say, "To sell my business" or "Pass it along to the next generation" or "travel" or "send my kids to college" or... Ok, you've sold your business. NOW what are you going to do?

I've watched owners sell their business for a good price and then get totally bored. They don't know what to do with themselves now that they don't have an office to go to every day. Will this be you too? And, by the way, what makes me tick?

Giving business owners the tools and processes to get and stay profitable, build wealth, and significantly impact their lives and the lives of their em-

ployees. Imagine what could be achieved on a business and personal level. The world economics would be totally different...and much improved.

This goal is way bigger than I am. However, I've started with Financially Fit Business software that anyone, anywhere can use to look at the trends in their business to get and stay profitable. Go to www.financiallyfit.business to subscribe!

So, now I ask the question again to those of you who have profitability and are past the survival stage: Profitability to do what? Once you have the answer to this question, and believe the answer to this question, you will do the 25 actions that I'll write about over the next few months.

The basics first: #1 – Get a timely, accurate financial statement each month – including aged receivables and aged payables.

An accurate profit and loss statement and balance sheet by the 15th of each month – and preferably by the 10th of the month. In the old days we had to wait until our bank statements came through snail mail so the 15th of the month was the norm. Now you can see your bank statements every day on line. No more excuses!

Along with the financial statements should be an aged accounts receivable and accounts payable report. If the aged receivables don't match the receivables amount on your balance sheet or the aged payables don't match the accounts payable amount on your balance sheet something is VERY wrong!

This is your starting point. First, invest 97 seconds to spot the 10 most critical mistakes (email me for the list – rking@financiallyfit.business). Then invest another 28 minutes or less analyzing them so that you spot minor issues before they become major crises.

#2 – Get a weekly cash flow report. A weekly

cash flow report does not improve profitability by itself. However, it does help you keep an eye on your cash flow – critical for survival. Every week you should see beginning cash for the week, cash that came in the door through collections, sales of assets, loans, interest, etc. That is your total available cash for the week.

Then what were the cash disbursements for the week? Usually payroll, accounts payable, and loan payments with an occasional asset purchase. This gives you your ending cash for the week. Then estimate the cash for the following week – inflows and outgoes.

Your bookkeeper should put this statement on your desk every Friday afternoon with a list of ages payables and aged receivables. Focus on getting paid as well as paying your bills. Email me (rking@financiallyfit.business) for a sample weekly cash flow report.

#3 – Look at your bank accounts every day. It doesn't matter where you are. You can log into your bank statements every day with secure access to the Internet. It takes less than 5 minutes to do this. Look at the checks, automatic withdrawals, and deposits. Make sure they make sense.

One of my clients' bookkeeper did this (the owner did not) and noticed two little, less than \$1.00, deposits. He thought the owner was setting up a new account and didn't question him. The next day the bank called asking whether the owner had authorized a \$50,000 withdrawal! Obviously the answer was no. The account was shut down. Those two little deposits were making sure the account was valid.

Minimum bank accounts? Operations, payroll, and a savings account to put your maintenance deposits and 1% of revenues in weekly. Next month – more ways to increase profitability.

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Hoot Jabbari Joins The Blacks Supply Team

Hoot Jabbari has joined the Blacks Supply team as Operations Manager. Hoot shared with Today's AC, "He is honored and excited to finally be a part of the Black's Supply family."

Although Hoot comes from a different industry, he brings 30 years of Warehouse, Distribution, and Sales experience. His certifications include CDL Class A, OSHA Cert Forklift Instructor, and AED/First Aid.

Hoot has lived in Florida his whole life and currently resides in Sorrento, Florida. He went to school in Sweetwater Florida, and graduated from Lake Brantley High School, and also completed his Associate's degree from Seminole.

Hoot celebrates 29 years of marriage, and is a father to an 18 year old son, and a 12 year old daughter.

Please welcome Hoot Jabbari to the Blacks Sup-

ply Team! You can reach him by phone at 407-422-0181, or you can email him at hoot@blackssupply.com. Blacks Supply has been in business for over

40 years and has four Central Florida locations including Orlando, East Orlando, Leesburg, and Eustis, FL. to serve the HVACR trade.

Blacks Supply has flourished through the efforts of its many knowledgeable and dedicated employees whose organizational skills have made their success obtainable.

Now considered to be one of the premier independent HVAC wholesalers in the state of Florida, Blacks Supply wants to continue to be your partner by supplying you with profitable "products for a comfortable living." Blacks Supply has everything you need to get the job done! Stop by Blacks Supply to experience great knowledge and service.



Hoot Jabbari

Introducing the iFLO Pro Dealer Program: Grow With Us. Earn With Us. Lead With Us.

At iFLO Pro, we believe our technology is only as powerful as the professionals who install it. From the beginning, our mission has been to solve the biggest pain points in HVAC—like clogged condensate lines and costly call backs—while empowering contractors to build stronger, more profitable businesses through innovation, recurring revenue, and homeowner trust.

Now, we're taking that commitment further with the launch of the **iFLO Pro Dealer Program**—a three-tiered structure designed to reward and elevate the contractors who are redefining indoor comfort, reliability, and proactive water management.

Why Join?

This isn't just another partner program—it's your competitive edge. Whether you're an independent operator or a regional powerhouse, the iFLO Pro Dealer Program gives you the tools to accelerate growth, differentiate your offerings, and add long-term value for your customers and your bottom line.

And it grows with you. As your involvement deepens, so do your benefits.

Let's take a closer look:

Certified Installer

This is your starting point. Upon completing our online and hands-on training, you'll become a Certified Installer, earning the tools and recognition to stand out in the field. You'll unlock access to iFLO Pro SKUs, product support, training materials, and co-branded homeowner assets that help you close more sales. Certification means more than technical knowledge—it builds trust.

Select Partner

Includes all Certified Installer benefits, PLUS in-person trainings, priority tech support, automated reporting, enhanced marketing materials, access to incentive programs, and eligibility for sales contests. Select Partners are committed to growth—and we support that with higher visibility, stronger margins, and strategic co-marketing.

Elite Dealer

Our highest and most exclusive partnership level. Elite Dealers receive all Select Partner benefits, PLUS priority lead generation placement, access to rebate and marketing programs, private labeling opportunities, and elite-tier marketing assets. You'll also be invited to join our **Voice of the Contractor** advisory panel, gain early access to new innovations, and be spotlighted in national campaigns. Elite Dealers don't just install iFLO Pro—they help shape its future.

What's in it for You?

- **Better Margins:** Volume rebates reward you for scale, and they're structured to support your growth goals.

- **Increased Visibility:** From regional spotlights to national campaigns, our Strategic Partners will be highlighted across digital and in-person channels.

- **Lead Referrals:** We prioritize trained and certified partners when distributing qualified homeowner leads.

- **Marketing Firepower:** From print to digital assets, we'll help you market like a pro—with no added burden on your team.

- **Insider Access:** Get a front-row seat to what's next with iFLO Pro Products, and help shape future updates and product rollouts.

- **Recognition:** Your team's dedication deserves more than a thank-you. You'll be recognized across our platforms, our events, and our contractor community.

How to Get Started

Enrollment opens this month through your local iFLO Pro rep or distributor. Existing Pro Installers will be automatically enrolled at Tier 1, with the ability to level up based on volume and engagement. Training dates, program guides, and rebate schedules are available now.

This program was built with one thing in mind: **you**—the contractor who believes in better solutions, better customer experiences, and a better bottom line.

Let's build something great together. Welcome to the iFLO Pro Dealer Program

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Product Showcase

Johnson Controls Metasys 14.1

An upgrade to the Johnson Controls flagship building automation system (BAS), Metasys 14.1 offers a suite of new and enhanced features that answers the need for more comprehensive energy management. The BAS, which combines HVAC, fire, security and lighting systems into one, seamless platform, allows facility managers, IT teams and decision makers to optimize operations, fortify cybersecurity, advance energy and emissions goals, boost productivity and strategically modernize facilities.

“Metasys is the leading-edge building automation system in the industry for many reasons. With 14.1, we’ve continued our innovation of the Metasys User Interface to focus on spaces and equipment with an emphasis on data visualization that gives users a direct line of sight into energy management. The enhancements to BACnet Advanced Workstation, as well as expanded architectural flexibility, sets Metasys apart by meeting the global market demand for a regulatory-compliant BAS that delivers enhanced building management together with operational efficiency,” said Kaishi Zhang, Vice President of Global Product Management, Building Automation Systems and Controls at Johnson Controls.

Metasys 14.1 significantly improves energy management capabilities with an expansion of the renowned Metasys User Interface (UI). Energy Dashboard and Reporting (EDR), which replaces Energy Essentials, visualizes and contextualizes energy usage as it relates to equipment and spaces. EDR supports a broader range of energy types, including electricity, natural gas, steam and chilled and heated water, and makes it easier to track usage and consumption for actionable insights.

Additional Metasys UI enhancements include:

- Mean kinetic temperature (MKT) calculation and reporting to maintain optimal product quality and ensure compliance in temperature-sensitive environments
- Spaces Manager for Metasys UI allows users to adapt to changes with capability to easily add/edit/delete spaces via browser
- Electric demand monitoring (EDM), visible in Metasys UI, monitors and forecasts demand, helping execute contracts with electric companies

Ghelamco, an international real estate investor and developer responsible for The Wings, a triple-certified, state-of-the-art and first-of-its-kind modern office complex praised for its sustainable design and energy neutral status, utilizes Metasys.

“Together with Johnson Controls and our contractor SPIE, we are enabling an excellent, vibrant and versatile working environment and enhanced wellbeing for our tenants at all times. Leveraging the advanced capabilities of Metasys, including its robust EDR functionality and built-in cybersecurity features, we are able to achieve this while reducing energy usage and keeping emissions to an absolute minimum,” said Tim Van de Voorde, Project Manager at Ghelamco.

With system and architectural flexibility, Metasys 14.1 has expanded deployment options to suit various operational needs. This version allows for both Microsoft and Linux operating systems to help process data quickly, improving performance on ADS systems with multiple users and giving users more visibility into the Linux OS.

Metasys 14.1 is the first version to exclusively use Metasys UI, since the legacy Site Management Portal (SMP) has officially been discontinued. Legacy GGT and UGT graphics continue to function in Metasys UI.

Metasys 14.1 has earned BACnet Advanced Operator Workstation (B-AWS), the highest level among BACnet operator workstation certifications. This enhancement provides:

- Comprehensive system configuration and commissioning: Discover and integrate all BACnet devices while simplifying configuration and commissioning
- Support for a wide range of BACnet objects: View and modify all standard BACnet properties in most general-purpose BACnet objects for comprehensive oversight
- Electric demand monitoring (EDM), visible in Metasys UI, monitors and forecasts demand, helping execute contracts with electric companies
- Enhanced alarms and events management: View, manage and adjust BACnet alarms and events as well as access detailed summaries for proactive management
- Advanced scheduling and trending capabilities: Access complex scheduling and trending for precise control over building systems and in-depth analysis of performance over time
- Extensive device and network management: Manage devices and networks more comprehensively

Like Metasys 14, this version harmonizes capabilities with the Metasys engine at the server level. This allows users to seamlessly integrate devices over various IP protocols with the Metasys server, making expansion easier and cost effective.





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In Memoriam
Edward Bayama



As a tribute to a dear friend I regret to inform the passing of Edward Buyama (Eddie) of Davie, Florida. Eddie's father started Buyama Mechanical Services back in the 50's which was a union company . Eddie was a member of Local 725 for years and went on to obtain his mechanical, general, electrical & roofing licenses. He proudly served the State of Florida as it was progressing right up to his passing June 11th, 2025 at the age of 92 years of age. Ed was surely an icon, a piece of Florida's history and contributed so much to the construction industry never hesitating to step up and help folks out in times of need, pro bono! He will be greatly missed by many, the industry and society in general has lost an asset & tremendous individual as well. RIP Eddie

Joe Rocco
Cool-Rite Air Conditioning, Inc.
Second Generation



FRACCA is celebrating 25 years of taking your business to the next level with the premier education and networking event for HVACR contractors!

FRACCA will provide all the education and networking you've come to expect:

- exclusive room rates
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- expo floor with amazing vendors
- 25th Anniversary Dinner & Reception
- 1st Annual Golf Tournament

New CoolRoof Protects
Mini-Split A/C from Damage

Marketair Inc., an Edison, N.J.-based supplier of HVAC/R components and accessories, introduces CoolRoof, a protective weather shield designed specifically to attach to the cabinet tops of all mini-split condenser brands up to 12,000-BTUs.

CoolRoof protects residential and light commercial condensers from solar heat, snow accumulation, falling debris, icicles and other damaging impacts, which can cost homeowners expensive repairs or replacement.

Made-in the-USA, CoolRoof is constructed of double wall, durable outdoor UV-rated polyethylene. CoolRoof's double-wall 34 x 15-inch (86 x 38-cm) design is unmatched in strength and resiliency but weighs only 5lbs. The bright white color reflects sunlight, which helps the condenser run more efficiently and save energy. The savings result in a quicker payback.

Installation is quick, easy and requires only conventional tools. After removing the condenser

top panel, the CoolRoof paper template is used for drilling six holes. The CoolRoof is then securely attached to the top panel using the six provided stainless steel mounting screws. The top panel with CoolRoof attached is then refitted to the condenser cabinet.



CoolRoof is available at most HVAC/R wholesale distributors throughout North America. It is an ideal add-on accessory to help contractors increase project profits and improve close rates, while protecting customer's investment.

Marketair is a leading supplier of supplementary equipment and accessories, such as EasyBend, Roughin Box, and EasyCollar for commercial and residential ductless systems as well as VRF/VRV and ducted systems. For more information on the CoolRoof or other innovative Marketair products, please visit www.marketair.com, or call (732) 985-8226 or email info@marketair.com.

Fujitsu Launches All-New AIRSTAGE
Infinite Comfort Pro App

Fujitsu General America introduces the all-new Infinite Comfort Pro App, a powerful project planning and system selection tool for HVAC professionals working with AIRSTAGE H-Series and J-Series products. The app delivers a streamlined, intuitive interface for selecting systems, managing projects, and accessing the latest technical and marketing resources. It supports both new R-32 products and legacy R-410A systems, offering seamless compatibility across product generations.

Users can explore the latest multi-zone system combinations, browse expanded accessory options, and leverage advanced features like a line-set checker that validates piping lengths and system logic. The app also includes an intuitive project management

suite that enables users to create, edit, and share project files with ease.

Enhanced filtering options let users search by unit type, capacity, efficiency, and other critical specs. A comprehensive Resource Hub simplifies access to product registration, warranty lookup, marketing tools, and technical documentation.

Contractor support tools, including direct links to a rebate finder and contractor locator, are integrated into the platform, while the app's one-click access to brochures, application guides, and client-ready reports enhances productivity in the field.

The Infinite Comfort Pro App is now available on the iOS App Store, Google Play, and via web browsers.

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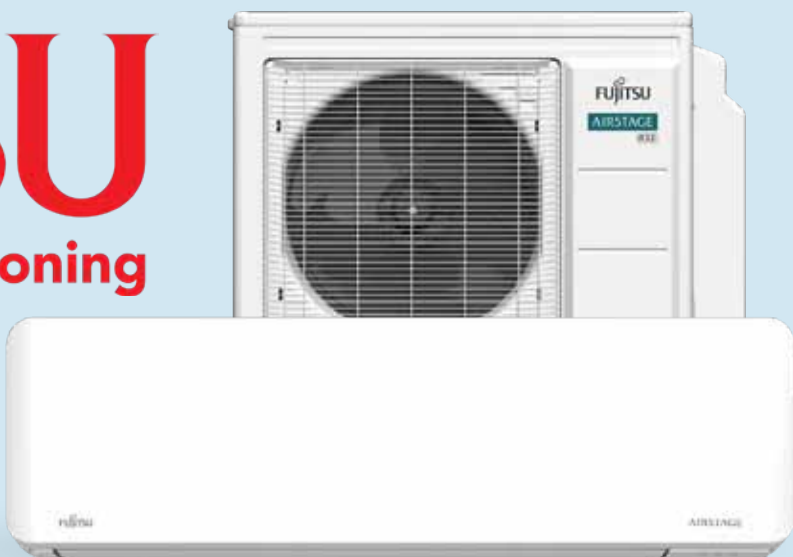
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RGF Environmental Groups Hosts Annual Sales Meeting with Sales Representatives

We were happy to host several of our longstanding outside sales representatives for our annual sales meeting - a time to collaborate, share insights, and strengthen our shared vision. A big thank-you to the incredible teams who joined us:

Build Products Northwest: WA, OR, ID, MT -
Northway Marketers Inc.: ME, NH, VT, MA, RI, CT, NY, NJ, DE, MD, VA, PA -
Palmetto Sales & Marketing: AL, GA, TN, MS, NC, SC -
The Partners Group HVAC, LLC: TX, OK,

AR, LA -
J. Nichols & Associates Inc.: FL

This year's meeting was held at PopStroke, where business mixed with a bit of friendly competition on the mini golf course. Shoutout to the winning team from The Partners Group, led by P.J. Buch - nice putts!

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.



RGF Environmental Group Sales Representatives came together for their annual sales meeting



Everyone had their chance to test their putting skills at PopStroke Mini-Golf where their annual sales meeting was held



Winners of the Mini-Golf competition was The Partners Group led by P.J. Buch of RGF Environmental (lower left)

Catch up on Workforce Development Initiatives from Orlando!

We're excited to share how we're partnering with HVACR leaders across the industry to build a stronger workforce for the future. The AHR Expo Workforce Development program aims to inspire and encourage students and future professionals to consider a career in HVACR through curated opportunities to meet with professionals and interact with companies and their equipment during their early academic experience.

2025 brought exciting opportunities for the program's initiatives. As we continue to expand across the US, we are thrilled to see involvement from all corners of the industry coming together to inspire the

next generation so that they might consider a lifelong career within HVACR.

A standout achievement this year included bringing Bryan Orr, co-owner of Kalos Services Inc. in Orlando, and host of the popular HVAC School, along with his team of talented professionals into Orlando Technical College for a day of learning and skill building alongside cutting-edge equipment generously donated by Midea.

Creating bridges for students to interact with the working industry is an opportunity to showcase potential pathways to build a successful career without

relying solely on textbook learning. Bryan and his team were able to open new channels of learning and communication within the industry so that students may explore their own interests and how it relates to career planning.

In February, we had the privilege of welcoming over 100 bright minds from both the technical programming and engineering students from the Young Engineers in ASHRAE (YEA) program to the Orange County Convention Center. The students were immersed in the dynamic world of HVACR at a time when the industry shines brightest!



Air comfort for all

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Introducing Daikin OTERRA 115V Single-Zone Solution, Designed to Ease Install & Maintenance



WALLER, Texas, June 10, 2025 – Daikin OTERRA single-zone heat pumps – delivering quiet, high-performance comfort even in challenging spaces – are now available in convenient 115V models, featuring Daikin's new SIGNA flareless adaptor for faster, easier installation versus traditional flared connections.

An ideal solution for applications that may be unable to accommodate a 208/230V circuit, Daikin OTERRA 115V single-zone systems are designed for ease of both installation and maintenance, while providing excellent efficiencies.

Powered by Daikin inverter technology, these compact, lightweight heat pumps handle a wide range of outside temperatures, cooling from 50° F - 115° F, heating from 5° F - 65° F. Plus, the Daikin OTERRA 115V operates quietly – as low as 25 dB(A) for indoor units and 46 dB(A) for outdoor units.

To expedite installation, Daikin's SIGNA flareless adaptor allows for simple and fast copper pipe connections, while a 15A circuit breaker occupies only one

slot in the main breaker.

Maintenance is simple with easily detachable drain pans; cooling coils with anti-corrosion treatment for outstanding cleanliness and lifespan; an automatic defrost cycle; and Daikin ONE home app compatibility for delivering error and service notifications.

Daikin OTERRA 115V systems are future-forward, featuring low-GWP R-32 refrigerant. Pure, single-component R-32 is easy to top off, clean and reuse on-site, or reclaim and recycle.

Indoor units feature a wipe-clean flat panel, conveniently washable filters and wide-angle louvers designed for outstanding airflow. Helpful customizable functions include Quick Warming, Program Dry, ECONO Mode and Powerful Operation. For seamless indoor comfort control, the Daikin OTERRA 115V is Wi-Fi capable with mobile app connectivity, and includes an easy-to-use infrared, wireless control.

Available in 0.75 to 1 ton with 9,000 to 12,000 BTU/h heating capacities, Daikin OTERRA 115V systems come pre-charged to support up to 50 feet of refrigerant piping. The system is backed by Daikin's outstanding 12-Year Parts Limited Warranty*. Learn more at daikincomfort.com.

AHRI Honors Industry Leaders with 2025 Standards Achievement Awards

Arlington, Va. – The Air-Conditioning, Heating, and Refrigeration Institute (AHRI) is proud to announce the recipients of its 2025 Standards Achievement Award: Richard Lord, ASHRAE Fellow and Senior Fellow, Carrier; Paul Sohler, Senior Engineering Manager, Burnham Holdings Engineering Company; and Rusty Tharp, Principal at Aozora Consulting and former Vice President of Regulatory Affairs and Environmental Research, Daikin. The award recognizes exceptional volunteer service and technical guidance in developing heating, ventilation, air conditioning, and refrigeration (HVACR) industry standards. The honorees were recognized during a formal presentation on June 23, at the 2025 Annual ASHRAE Conference in Phoenix, Arizona.

Richard Lord was a key participant with the Appliance Standards and Rulemaking Federal Advisory Committee (ASRAC) in the negotiations on AHRI Standard 340/360, Performance Rating of Commercial and Industrial Unitary Air Conditioning and Heat Pump Equipment. Dick dedicated countless hours to analyzing commercial building loads and bin hours, which led to the development of the Integrated Ventilation, Economizer, and Cooling Efficiency (IVEC) and Integrated Ventilation, Heating Efficiency (IVHE) metrics and the creation of AHRI Standard 1340, Performance Rating of Commercial and Industrial Unitary Air Conditioning and Heat Pump Equipment, and AHRI Standard 1365, Performance Rating of Commercial and Industrial Unitary Air Conditioning and Heat Pump Condensing Units. He also serves on multiple Standards Technical Committees (STCs), including Commercial Unitary, Chillers, Commercial Smart Grid Interface, and Decarbonization.

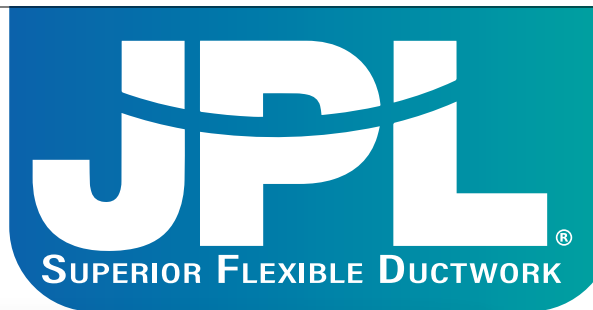
Paul Sohler has chaired the Hydronic Systems STC since its inception in 2021, leading key initiatives to advance boiler testing and rating procedures. Paul played a pivotal role in the initial publication of AHRI Standard 1500, Performance Rating of Commercial Space Heating Boilers and ASHRAE/AHRI Standard 155, Method of Testing for Rating Commercial Space Heating Boiler Systems. Paul is also leading the development of the new AHRI Standard 1560, Method for Calculation of Commercial Boiler Standard Thermal Efficiency, and helped resolve an assertion of duplication by The American Society of Mechanical Engineers (ASME) regarding AHRI Standard 1560 and ASME PTC 4.

Rusty Tharp served on the Standards Committee for over a decade. He was vice chairman from 2014-2016 and chairman from 2017-2021. As former chair of the Unitary Small Equipment STC, Rusty led major revisions to AHRI Standard 210/240, Performance Rating of Unitary Air Conditioning and Air-Source Heat Pump Equipment, including the introduction of Controls Verification Procedure (CVP), Peak Load Coefficient of Performance (COP_{Peak}), and Dual Fuel Utilization Efficiency (DFUE) metrics. He also led the initial publication of AHRI Standard 1600, Performance Rating of Unitary Air Conditioning and Air-Source Heat Pump Equipment, which introduced the Seasonal Cooling and Off-mode Rated Efficiency (SHORE) and Seasonal Heating and Off-mode Rated Efficiency (SCORE) metrics. Rusty has also served on multiple STCs, including Air-to-Water Heat Pumps, Hydronic Systems, Laboratory Qualification, and Unitary Small Equipment.

"The contributions of these individuals have had a profound and lasting impact on our association and industry," said Bill Tritsis, AHRI Senior Vice President of Certification and Standards. "We are truly grateful for their dedication to standards development, which helps AHRI to ensure consistency in manufacturer specifications, increase consumer confidence, and provide a means for manufacturers, third-party laboratories, regulators, and certification bodies to assess products objectively and consistently."

For more information about AHRI standards, visit ahrinet.org/standards.

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Tropic Supply Celebrates National HVAC Tech Appreciation Day and World Refrigeration Day



Todd Poirier and Joseph Giliberti of Tropic Supply, Kevin Beatty of The McAllister Group, Aaron Romig and Remel Caggins of Tropic Supply.

On Friday, June 20th, from 11 AM - 1 PM, all 22 Tropic Supply locations celebrated both the National HVAC Tech Appreciation Day & World Refrigeration Day.

Each Tropic Supply location featured a customer appreciation cookout, and most hosted live vendor product demonstrations showcasing time and money saving HVAC tech tips.

The variety of BBQ items offered was delicious! Tropic Supply customers received a free T-shirt for attending. A big thank you to Tropic Supply!

Visit www.tropicsupply.com/eventscalendar for upcoming training and events.



Grill master Ellio Amador of Tropic Supply (left) serving attendees in North Miami for National HVAC Tech Appreciation Day and World Refrigeration Day.



Frantz Noel of Air Around the Clock with Heather Anusbegian of Tropic Supply, celebrating his recent purchase of a discounted air handler.



Tropic Supply's Sunrise team enjoying a lunchtime treat of fresh-off-the-grill cheeseburgers and hot dogs.



Juan Echevarria of Natal Air Conditioning receiving a few tech tips from Alexis Terzado of Nu-Calgon.



Angel Pina of Pineapple Mechanical with his son, Kaleb Pina — a future HVAC tech!



Dominick Castillo and Edwin Velez of Cooper & Hunter showcasing their new ductless mini-split indoor unit.



The Tropic Supply North Miami team together with HVAC/R Tech Tips vendors Cooper & Hunter, Nu-Calgon, and Amerikooler.



The equipment tent at Tropic Supply Sunrise drew a crowd with unbeatable discounts on all showcased products!



Keddy Lewis of East Coast Services with Fidel Martinez and Ivan Aburto of Sensi by Copleand.



HVAC contractors from All Day AC and American Pride AC picked up goodie bags and T-shirts at Tropic Supply's registration table in Sunrise.



Bruce Wheatley of A&H Air Conditioning, Vielka Escovar of Tropic Supply, and Andres Ponce of AMP Strategic.



Joseph Vizzy, Belen Cabrera, and Hector Colon proudly serving Tropic Supply customers in Delray Beach.



Wayne Gordon and Phillip Kong of Cooling Methods digging into grilled steaks fresh off the grill — plus some tasty boiled yuca on the side!



Remel Caggins of Tropic Supply in Delray Beach chats with Miguel Arieaga of That's Cool Air Conditioning.



Grill master Rafael Ramirez and Michael Lijoi of Tropic Supply in Sunrise serving customers grilled cheeseburgers and Italian sausages hot off the grill.



Bobby Baird of Cold Air Solutions with Kellen Spiegel of Kilborne Air with their new "Keeping It Cool" T-shirts.

Embraco Compressors to be Manufactured Also in India

June 2025 – Embraco, a global provider of refrigeration technology for the residential and commercial cold chain and part of Nidec Global Appliance (GA), has announced the production of its compressors in India, with the establishment of a manufacturing facility in the country, located in Chhatrapati Sambhaji Nagar (Aurangabad), in the state of Maharashtra.

This expansion underscores GA's commitment to meeting the growing demand for refrigeration solutions in India and strengthens its presence in the region. Manufacturing Embraco compressors for residential and commercial refrigeration, alongside electronic components, the new factory will have an annual production capacity of 6 million units, and is set to begin operations in the second half of 2026.

With a total investment exceeding \$120 million, the plant will have a built-up area of 55,000 square meters. Once fully operational, the facility is expected to create between 750 and 1,000 direct jobs, strengthening the local workforce and fostering its technological expertise in refrigeration solutions.

"This investment marks a key milestone in our strategy to grow and strengthen our business across international markets," says Alberto Casnati, President of Nidec Global Appliance, a platform of ACIM. "India's refrigeration market is expanding rapidly, in step with the country's strong economic momentum. This new facility will allow us to better meet local demand with high-efficiency, locally produced solutions for both the household and commercial sectors. We are grateful for the support and collaboration of both the Maharashtra state government and the Indian federal government, whose engagement played an important role in our decision to invest in this facility," adds the executive.

Strengthening local manufacturing and innovation

The new plant will focus on producing four Embraco compressor series, which carry the latest advancements in refrigeration technology:

- Fixed-speed models ES and EL: the two latest launches of Embraco's fixed-speed compressors portfolio, marked by compactness, energy-efficiency, low noise levels, reliability and the use of natural refrigerants. Both are suited for residential refrigeration, with ES having also a version for commercial applications.

- Variable-speed

models FMS and VLT: The FMS is designed for residential refrigeration appliances and the VLT for commercial refrigeration. Equipped with variable-speed (inverter) technology, they provide enhanced energy savings, low noise and vibration, improved temperature stability, and faster cooling recovery. FMS and VLT are two of Embraco's most compact variable-speed compressors, offering the same cooling capacity as larger models while optimizing efficiency and flexibility for refrigerator manufacturers.

- Electronics: The factory will also produce inverters, the electronic component that is connected to the variable-speed compressor to regulate the compressor's speed according to the cooling demand, which enhances energy efficiency and operational performance.

The ES and FMS compressor lines, in particular, are well-established product families recognized worldwide for their high production volumes and

broad market presence.

"By establishing a footprint in India, we aim to support the domestic refrigeration sector and strengthen the local supply chain. At the same time, this facility has the potential to become our regional export hub, further reinforcing the Nidec GA leadership in the global refrigeration industry," 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. Embraco is part of Nidec Global Appliance, a platform of Nidec Corporation. Further information at www.embraco.com

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Saez Distributors Hosts The “SAEZ DEPOT” Grand Opening at their Doral Location

On June 17th from 7:30am to 4:30pm, Saez Distributors Celebrated the Grand Opening of “Saez Depot” at their Doral location. This is a New Era of Speed, Service, and Savings.....welcome to “Saez Depot.” The project took more than two years to complete. It began with two months of planning, followed by a preparation phase, and the final phase

brought everything together by the awesome determination of Team Saez! Saez Distributors was also very excited to launch their new equipment line, Fujitsu Unitary. It was a Grand Day indeed. It started bright and early at 7:30am with a large line waiting to take advantage of some great product specials, breakfast, many great

raffle prizes, and a ribbon cutting ceremony. Over 20 manufacturers representatives were on site giving product presentations and answering questions. A delicious lunch was served including pork, chicken, rice and peas, boiled yuca and much more. Stop by and check out the New “Saez Depot”, It is a completely new experience!



The “Saez Depot” Team helping contractors get in and out fast with everything they need to get the job done!



Saez employees were busy all day long starting from 7:30am with a long line for breakfast, product specials, and a ribbon cutting ceremony



A delicious lunch was served consisting of Pork, Chicken, Rice and Peas, Boiled Yuca, Salad, Desert, and plenty of refreshments



Jorge Saez and Ande Saez just finished cutting the ribbon for the Grand Opening of “Saez Depot” in Doral



Hays Bassett, Richard Glatt, Brian Michel, and Darin Barnes of Fujitsu with Alex Gicale of Captive Air



Andy Saez of Saez Distributors with Michael David Layne of Turbo air



Sergio Martin of Saez Distributors (left) Alexis Terzado of Nu-Calgon (center) speaking with some “Saez Depot” attendees



Jay Ramos of K-Flex, Jose Minalla of Saez, Raphael Garcia of RGR Air Conditioning, and Andres Aloma of Steve Lee and Associates,



Jose Melcon of A-AC Melcon Air Conditioning with Marlon Perez and Dan Moody of Target Sales



Fernando Ramirez of Google Nest Pro with Daniel Molinares of Saez Distributors



Jorge Saez of Saez Distributors, Angela Garcia of Shupe Carboni, and Michael Struthers of Carlisle HVAC



Scott Kuschel of Miami Tech with Encas, Osdany, Edwardo, and Octavio of Florida International Training Institute



The “Saez Depot” Team who worked together to make this Grand Opening celebration a reality!



Saul Diaz of A-Plus Appliance, Andy Taylor of Leone Green & Associates, and Andy Saez of Saez Distributors



Ryan Reynolds of EV Dunbar with Michael Matulis of M&R Air Conditioning



Jorge Saez, Baudilio Diaz, and Luis Moyntana of Saez Distributors



Group photo of everyone who attended the Fujitsu Unitary Prouduct Launch



Luis Chinaea of Saez Distributors, Luis Munoz of LM Associates, and Jaime Bernat of Saez Distributors



A special gathering for the cutting of the “Saez Depot” custom made cake!



Brian Henderson and Ozzie Cejas of Harris Products with Oscar Gonzalez of Oscar Appliances



Michael Williams of The BSG Group with Luis China of Saez Distributors



Walter Pacheco and Ivan Jorge of Tropic Trading with Hernan Figueroa with Saez Distributors



Marcos Merida of MVM Air Conditioning with Brian Schultz of Optimal



Javier Crespo and Andy Saez of Saez Distributors, Rochisnel Jerome of Lion Air Conditioning, and Luis Moytana of Saez Distributors



Andres Ponce and Nick Vosburgh of AMP Strategic with Jesus Reyes and Luis Bell of Parker Davis



Erik Johns of Resideo with David Rodriguez of Panther Air Conditioning



Jaime Bernat of Saez Distributors with Sara Behanna and Scott Behanna of Behanna & Associates



Jorge Saez of Saez Distributors with Michel Perez, David Martinez, and Nelson Alvarez of Kingdom Air Conditioning



Jeff Beatty and Evilio Mata of The McAllister Group with Fernando Vazquez of Saez Distributors



Luis China of Saez Distributors, Richard Smith of Cool Trace Air Conditioning, and Carlos Borja of Saez Distributors

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

U.S. shipments of central air conditioners and air-source heat pumps totaled 796,279 units in April 2025, changed +6.4 percent compared to 748,688 units shipped in April 2024. U.S. shipments of air conditioners changed -2.8 percent, to 422,275 units, compared to 434,239 units shipped in April 2024. U.S. shipments of air-source heat pumps changed +18.9 percent, to 374,004 units, compared to 314,449 shipped in April 2024.

Year-to-date combined shipments of central air conditioners and air-source heat pumps changed +5.5 percent, to 2,874,243, compared to 2,724,197 units shipped during the same period in 2024. Year-to-date shipments of central air conditioners changed +1.5 percent, to 1,548,465 units, compared to 1,525,824 units shipped during the same period in 2024. The year-to-date total for heat pump shipments changed +10.6 percent, to 1,325,778, compared to 1,198,373 units shipped during the same period in 2024.

Airzone and ecobee Partner to Deliver Sustainable HVAC Automation

SACRAMENTO, CA – June 19, 2025 – Airzone Control, provider of intelligent and innovative HVAC control solutions, today announces an integration partnership with smart home leader ecobee. This will allow the integration of Inverter (VRF/mini-split) HVAC units into the ecobee smart home ecosystem, unlocking energy-saving automations for the fastest-growing category of HVAC technology.

Airzone complements ecobee's mission to improve everyday lives while creating a more sustainable world. Thanks to this partnership, homeowners can now integrate the most efficient HVAC units on the market into the ecobee smart home ecosystem.

Inverter units such as heat pumps, VRF units, or mini-splits cannot communicate directly with smart thermostats. Airzone's Aidoo Pro control gateway bridges this gap with an exclusive library of manufacturer protocols covering every lead-

ing Inverter unit manufacturer. "This integration makes a seamless HVAC experience possible, allowing contractors to offer customers an upgraded home experience that you can control right from your smart thermostat," says Adam Welton, Sr. Director Channel Marketing, ecobee.

Airzone and ecobee work together to automate and optimize Inverter HVAC systems. With any ecobee Smart Thermostat, homeowners can automate temperature setpoints to align with their daily schedules, saving energy while they're away or asleep. Optional ecobee SmartSensors deepen automation and increase savings by automatically adjusting the temperature when a space is unoccupied; managing hot and cold spots throughout the home; and giving the homeowner the freedom to independently control the temperature in the rooms that matter most. Through an ecobee Smart Security subscription, SmartSensors on doors and win-

dows can also pause the HVAC system if an entryway is left open. Airzone Aidoo Pro translates these commands for each HVAC unit, ensuring precise temperature control with no loss of functionality.

ecobee's flagship Smart Thermostat Premium also comes with advanced eco+ features, including demand response capabilities that help prevent blackouts while lowering homeowners' energy bills. Utilities often charge more for energy during peak demand; with demand response, spaces can be pre-cooled or pre-heated during off-peak hours when energy is cheapest. "Aidoo works with ecobee to enable next-generation features like demand response on VRF, heat pumps, mini-splits, and other Inverter HVAC units," says Victoria Garcia Massimo, Director of Operations, Airzone North America. "This responsible energy usage keeps the grid stable, and homeowners don't notice any difference except a lower energy bill."

Aidoo Pro integrates with ecobee Smart Thermostats via reliable wired integration. Users and integrators can remotely monitor and manage the HVAC system via the Airzone Cloud app. Airzone and ecobee also feature broad smart home platform integration support, including Siri, Alexa, Apple HomeKit and more. Learn more about Airzone and Aidoo Pro at airzonecontrol.com, and ecobee at ecobee.com.



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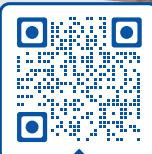
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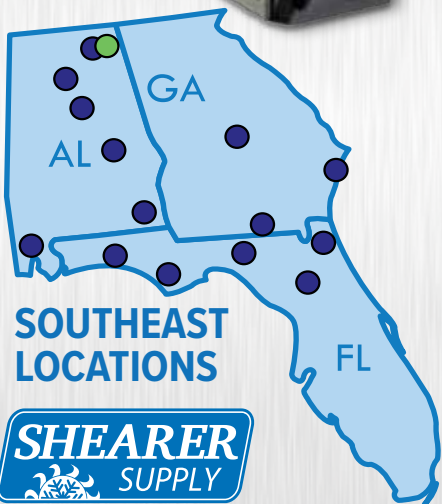
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Message from FRACCA President Paul Stehle



Don't get caught using unlicensed contractors when the storms start rolling through Florida. FRACCA wanted to provide you with some friendly reminders for the upcoming hurricane season. Please pass these along to your employees, fellow contractors, and especially your customers so they are not caught off guard and not prepared.

Florida is no stranger to hurricanes and other natural disasters. The Atlantic Hurricane season occurs each year from June 1 through November 30, with a historical peak of the season beginning in September. Being prepared before the storm is wise, but how can you protect yourself after a disaster strike?

Don't become a statistic. Protect your business by developing a business disaster plan.

- Develop a Plan of Action for handling disruptions that is shared with employees & practiced through exercises.

- Minimize Impact to Essential Operations, increasing opportunity to continue to operate.

- Protect Data & Information to ensure decisions can continue to be made for organization recovery.

- Increase Reliability by proving your organization's ability to mitigate all hazard conditions.

- Protect Market Share & Minimize Financial Losses by proactively planning & accounting for recovery resources before they are needed.

- Gain Industry Recognition by promoting preparedness with suppliers & clients

Consumer Tips For Choosing A Contractor During Hurricane Season:

One of your most critical post-disaster recovery issues may be the hiring of a competent, licensed contractor. The Florida Refrigeration Air Conditioning Contractors Association (FRACCA) along with DBPR offers the following suggestions:

Use Only Licensed Contractors To Perform Work On Your HVAC System

- Before you hire a contractor, ask to see a state-issued license.

- Be sure the license looks like the example below. Ask to see multiple forms of identification.

- An occupational license does not qualify an individual to act as a contractor, it's just a "tax rev-

enue receipt." · Being registered with the Division of Corporations as in INC. or LLC. does not qualify an individual or company to act as a contractor. · The individual must be licensed by the Department of Business and Professional Regulation.

- Ask for references. A legitimate contractor will be happy to provide you with the names and contact information of recent customers.

- Get a written estimate from several licensed contractors. Make sure the estimate includes the work the contractor will do, the materials involved, the completion date, and total cost.

- Beware of contractors who claim to be the fastest or the cheapest. Hiring them could result in poor workmanship, inferior materials or unfinished jobs.

- Contact your insurance agent first to verify your insurance covers the repairs before you sign a contract. Know the steps to file a claim. You do not have to tell the contractor how much your insurance company will pay for repairs, but if you do, get the contractor's estimate first.

- A contractor must have a license from DBPR to perform roofing repairs or replacements, structural additions, air conditioning repair or replacement, plumbing work, electrical and/or alarm work. These jobs typically require a permit. Be sure to check with your local building department regarding permit requirements for all your projects.

- DBPR does not license or have jurisdiction over concrete contractors, painters, drywall contractors, cabinetmakers, tile installers, or anyone doing minor repairs. Check with your local building department regarding licensure requirements for these trades. Remember to ask for references.

Red Flags Your "Contractor" May Not Be Licensed Or Insured

- **No license number in advertisement or posting.** Licensed contractors are required to list their license number in all advertisements. Rule of thumb: If they don't have a license listed in their advertisement, which can be verified, move on to

the next one.

- **They list only their name and cell phone number in their advertisement or posting.** Do you really want to invite some stranger into your home that you contacted from an anonymous internet site or classified advertisement?

- **They claim to be "licensed and insured" but can only produce an "occupational license," or corporate filing.** An "Occupational License" is not a license. It just means that the person has paid a tax receipt to the local municipality. Most local and county governments have stopped using this term as it is misleading and is often used to dupe unsuspecting homeowners. Also, just because a company is listed as a corporation does not mean they have a professional license to do your job. Professionals licensed by the Florida Department of Business & Professional Regulation are proud to show you both their department issued license and proof of insurance. Be sure to note the license number and verify that the license is current and issued to the company or person you want to hire. You can also contact us at 850.487.1395.

- **They want all or most of the money up front or will only accept cash.** Run, don't walk. Never pay cash for your home repairs or improvements.

- **They want you to write the check to them individually or to "cash."** Be cautious of writing checks made payable to individuals, especially when dealing with a company.

- **They show up in unmarked vehicles offering to do work and often have out-of-state tags.** Known as "trunk slammers" these are often the "hit and run" of the unlicensed contractors. Once they have your money, they slam the trunk shut and hit the road.

- **They don't want to put the work agreement in writing.** Licensed contractors know it's good business to put everything in writing, including a detailed description of the work to be completed, a completion date and the total cost.

- **They try to convince you a permit is not necessary or that it's cheaper if you obtain it yourself.** Licensed contractors know that most improvements to the home require a permit and welcome the permit and inspection process to verify the work was done to code. Contact your local building department if you are not sure the work you have done requires permitting and inspections. This is for your own safety and may be required as part of future insurance claims.

the work was done to code. Contact your local building department if you are not sure the work you have done requires permitting and inspections. This is for your own safety and may be required as part of future insurance claims.

- **Protect yourselves from unlicensed activity.** We can't say it enough. Always verify the license online or call the Customer Contact Center at 850.487.1395.

DBPR works to ensure precautions are taken to protect the communities, critical infrastructure, and general welfare of Floridians. DBPR's Emergency Information Page is continually updated during a State of Emergency with executive orders, agency emergency orders, and other updates pertinent to Department stakeholders. Please visit this page for updates during the State of Emergency associated with hurricanes.

FRACCA can also help as well as your local chapters, please reach out to your chapter if you suspect there is unlicensed activity in your area especially during hurricanes and state of emergencies. Please reach out to Erica Mattis at erica.mattis@fraccaair.com if you need more assistance.



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Switch Terms



Bryan Orr

A while back, I had a tech who was having some trouble finding a 35 PSI (2.41 bar) make-on-fall pressure switch. One adjustable switch in the catalog said (SPDT), but he didn't quite understand what that meant. In that case, it means single-pole, double-throw, and the "double-throw"

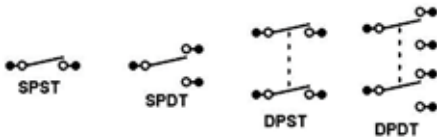
part means that the switch has terminals in both the close-on-rise and close-on-fall directions. Another common example of this sort of switch is a "three-way" light switch.

A single-pole, single-throw (SPST) switch is like a typical light switch. It only has one path (pole), and

it can only be either closed or open. A double-pole, single-throw (DPST) switch that is quite common is a two-pole contactor. It has two switches, but they only open and close in one direction.

A common double-pole, double-throw (DPDT) switch in HVAC/R is the 90-340 relay (and many other relays), where it has two circuits, and they alternate between closed and open terminals.

—Bryan



ACCA and HomeServe Forge Strategic Partnership to Advance Skilled Trades

Alexandria, VA — The Air Conditioning Contractors of America (ACCA) proudly welcomes HomeServe as a member of its Strategic Partner Program.

A trusted leader in home repair solutions, HomeServe brings more than two decades of experience delivering expert plumbing, electrical, and HVACR repair services through a dedicated network of skilled professionals. HomeServe partners with employed technicians and independent contractors to provide reliable repair plans and peace of mind to millions of homeowners across the country.

"HomeServe really gets what contractors need to succeed," said Barton James, ACCA president and CEO. "Their focus on quality service and supporting the skilled trades aligns with what ACCA is all about. By joining our Strategic Partner Program, they're helping us open more doors for contractors—giving them the resources, opportunities, and recognition

they deserve." This partnership aligns with ACCA's mission to elevate the professionalism in the HVACR industry.

"At HomeServe, we recognize how important it is to attract and retain top talent in the skilled trades to serve our customers well," said Tom Rusin, CEO at HomeServe. "That's why we're thrilled to partner with ACCA and support its network of best-in-class HVACR professionals. Together, we're committed to delivering exceptional service and strengthening the industry. Our work with ACCA is part of our larger Skilled Trades Initiative to help close the skilled trades gap and support current and future generations of professionals."

ACCA's Strategic Partner Program is designed to build lasting relationships with industry leaders, fostering collaboration that benefits the entire HVACR community.

HARDI Distributors Report 6.8% Revenue Increase in April

Columbus, OH—Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing sales by HARDI distributors increased by 6.8% during April 2025. The annual sales growth for the 12 months through April 2025 is an increase of 4.0%.

"The annual sales growth of HARDI distributors has been trending flat/up for a year now," said Brian Loftus, Macroeconomic and Residential Market Analyst at HARDI. "April is the first month of cooling season but the next three or four months are the ones that will have the greatest influence on whether that trend can continue."

The monthly sales survey also calculates distributor's Days Sales Outstanding, a measure of how quickly customers pay their bills. "The DSO turned at 38 days during April of 2025 after being close to 41 days for the month from 2021 through 2024," said Loftus.

Interest rates have been sticky despite three cuts to the fed funds rate. The housing market data has been flat to weak, and the ABI index continues to be discouraging, but HARDI distributor sales growth has been drifting higher. "The monthly sales growth has been trending better during the past few months than during 2024," said Loftus. "May and June this year will test that performance because cooling degree days were above normal in most regions during May and June last year."

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.

A non-profit association, HARDI serves its members through government affairs and advocacy efforts, market intelligence and benchmarking, training programs, and world-class events. HARDI Affiliate members market, distribute, and support heating, air-conditioning, and refrigeration equipment, parts, and supplies.

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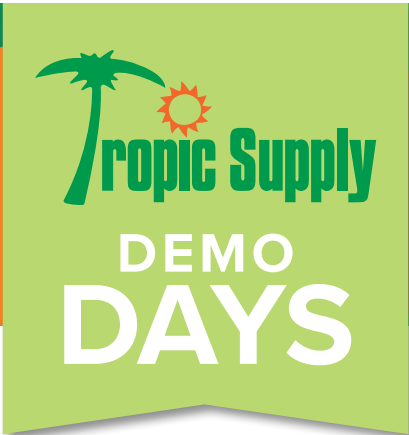
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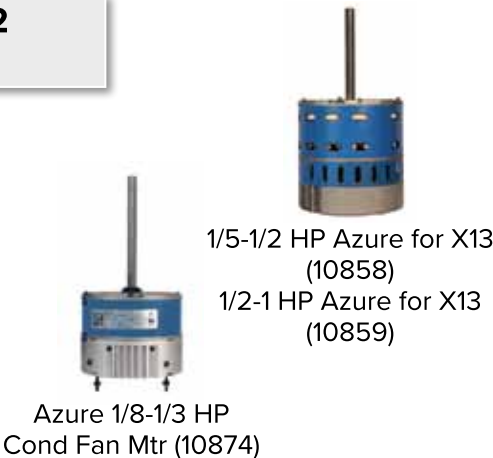
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Performance Pointers

By James Ball



The Power of Listening: How to Truly Hear Your Customers

Mom used to say, “You have two ears and one mouth for a reason: to listen twice as much as you talk.” This timeless piece of advice is a powerful reminder for anyone in the business of customer service. During the hot summer months, it’s easy to get so busy with service calls and urgent repairs that we fail to slow down and really listen to what our customers are telling us. Listening is not just a skill; it is the foundation of trust, problem-solving, and long-term success. In the world of HVAC and home comfort systems, listening to customers is one of the most critical tools in your professional toolbox.

The Customer as an Expert

Your customers are the real experts when it comes to **their** home comfort systems. No one spends more time in their home than they do. They’re the ones who notice when the upstairs bedroom doesn’t cool properly or when the air feels sticky even with the air conditioner running. As a professional, it’s your job to take their observations and interpret them to solve the problem.

For example, when a customer mentions that a room is always too warm, this might indicate poor airflow, an insulation issue, or even an oversized system. By actively listening to their description of the issue, you can combine their living experience with your technical expertise to uncover the root cause and deliver an effective solution.

The Value of Listening

Listening isn’t just about hearing words; it’s about understanding and empathizing with the customer’s concerns. Here’s how listening can transform your interactions:

- **Build Strong Relationships:** Customers feel valued when their concerns are genuinely heard. They see you as a partner invested in their comfort, not just a service provider.
- **Enhance Problem-Solving:** When you listen

carefully, you’re more likely to uncover the real issues. This prevents unnecessary fixes and ensures that you address the root cause of the problem.

- **Invite Teamwork:** Listening encourages customers to become part of the team in resolving their issue. When they feel included in the process, they are more likely to trust the solution and appreciate the effort involved.

- **Respect the Customer’s Experience:** When you don’t listen, you risk discounting the customer’s experience and comfort. This can make them feel dismissed and undervalued, ultimately eroding trust and satisfaction.

- **Drive Innovation:** Customer feedback can be a goldmine of ideas for improving products and services. Listening to recurring concerns or suggestions can inspire innovative solutions that set you apart in the market.

Barriers to Effective Listening

Despite its importance, listening effectively is not always easy. Here are some common barriers that can hinder your ability to truly hear your customers:

- **Over-Talking:** Sometimes, we get so eager to share our expertise that we dominate the conversation. This can make customers feel ignored.
- **Assumptions and Biases:** It’s easy to jump to conclusions based on past experiences, but every customer and every system is unique.
- **Multitasking:** Divided attention—whether due to phone calls, paperwork, or other distractions—can cause you to miss critical details shared by the customer.

Strategies for Better Listening

Effective listening is a skill that can be developed with practice and intention. Here are some strategies to help you improve:

1. **Be Present:** Focus entirely on the customer

during your interaction. Set aside distractions and give them your full attention.

2. **Cheat Sheet:** Develop a list of questions to ask the customer and record their responses. A cheat sheet helps your team ask the right questions related to the task at hand.

3. **Reflective Listening:** Paraphrase and summarize what the customer says to confirm your understanding. For example, “So you’re saying the upstairs bedroom doesn’t cool down even when the system runs all day?”

4. **Interpret and Diagnose:** Use the customer’s comments to guide your investigation. If they mention sticky air, you might consider humidity control issues or ventilation concerns.

5. **Train and Practice:** Encourage your team to develop their listening skills through regular training and feedback. Listening should be a cornerstone of your company culture.




Real-World Examples

Businesses that prioritize listening often find themselves ahead of the competition. Back in the early days of cellphone GPS, whenever a customer gave me their full address, I’d go take a look at their home comfort system.



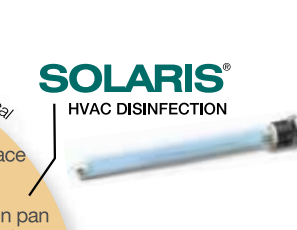
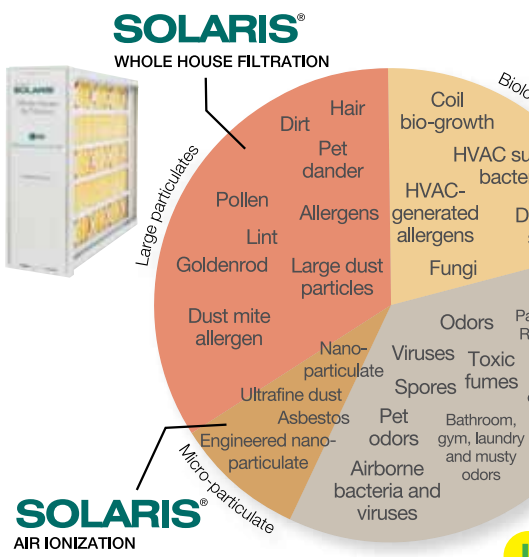
In this one instance, I got in my truck, entered the address into my phone, and headed to Pine Street. When I arrived, I found an empty lot. Do you know how many cities have a Pine Street? I realized I was in the wrong city, and the customer’s home was almost an hour away in the opposite direction. This mistake taught me the importance of slowing down and fully understanding details before acting.

Also, I discovered that a customer’s subtle hints about noise from their system might go ignored, only to escalate into a costly repair down the line. Listening can mean the difference between a satisfied, loyal customer and a missed opportunity.

go to page C4




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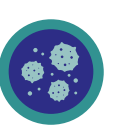
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A&R Supply Hosts 3rd Annual Mahi-Slam Fishing Tournament in Islamorada

June 28th, 2025

On Saturday June 28th, from 6:30am to 3pm, A&R Supply hosted their 3rd Annual Mahi-Slam Fishing Tournament in Islamorada. Only four allowed to fish per boat and weigh in was at 3pm, at Island Grill Reastaurant, where the fishing tournament winners were announced.

This tournament was an exciting way to get out, relax, do some sport fishing, eat some delicious

food, and talk with other friends from the HVAC industry!

1st place prize winner received \$1000, 2nd place prize winner received \$500, and the 3rd place prize winner received \$250.

Sponsors that helped support the tournament were ComfortStar and Johns Manville (cash sponsors), Honeywell Home and QuietFlex (angler spon-

sor), and Nu-Calgon (weigh-in sponsor).

At A&R Supply, they know the importance of quality customer service and top-notch products. As a top heating and cooling supply store, they strive to give their customers the very best. Your business needs are their top priority. Their knowledgeable personnel will get your order placed and expedited, freeing up your time and lowering costs.



Everyone came together for a group photo before leaving the Marina for some great Mahi fishing!



Alex Rivero and Isaac Abraham (left) of A&R Supply, chillin with South Flow Air Conditioning before the tournament



Yolandi Gonzalez and Always Winter Air Conditioning getting ready for a great day of Mahi fishing



Alex Rivero and Isaac Abraham (left and right) of A&R Supply with South Flow AC (center) holding up their prize winning Mahi catch



A&R Fishing Tournament prize winning Mahi caught by South Flow Air Conditioning!



Alfred Alvarez of Central Air Control showing his Mahi catch with some friends



Winners Circle: Everyone came together to show their winning Mahi catch before receiving their prizes



Tony Morales of Morales & Son Air Conditioning holding up his catch next to Maria Henandez of A&R Supply



Finding a cool place by the water to eat some tasty food and shoot the breeze!



This tournament was an exciting way to get out, relax, do some sport fishing, eat some delicious food, and talk with other friends from the HVAC industry!



Maria Henandez and Maria Barroso (left and right) of A&R Supply visit with their customers after the fishing tournament



A great day of food, fun, friends, and fishing in Islamorada!



Everyone who attended A&R Supply's 3rd Annual Mahi-Slam Fishing Tournament in Islamorada



After the tournament, everyone enjoyed the food prepared by Island Grill Restaurant



A great day of fishing produces some great memories



Preparing the prize checks for the A&R Mahi Slam Tournament Winners



1st Place A&R Mahi Slam Tournament Winner: Quamec Air Conditioning receiving a check for \$1000 with event sponsor Hes from Johns Manville (right)



2nd Place A&R Mahi Slam Tournament Winner: South Flow Air Conditioning receiving a check for \$500 with event sponsor Hes from Johns Manville (2nd from right)



3rd Place A&R Mahi Slam Tournament Winner: Always Winter Air Conditioning receiving a check for \$250 with event sponsor Alexis from Nu-Calgon (2nd from right)

ASHRAE Conference in Phoenix Charts Bold Path Toward Healthier Indoor Environments

ATLANTA (June 27, 2025) – ASHRAE successfully concluded its 2025 Annual Conference, held June 21–25 in Phoenix, Arizona. The conference drew 1,990 registered HVAC&R and building science professionals, as well as supporters from around the world to explore critical topics such as heat pumps, refrigerants, thermal energy storage, decarbonization strategies, workforce development and more.

Attendees engaged in over 80 technical sessions spanning eight tracks. The most highly attended sessions included:

- Using Artificial Intelligence to Make You Irreplaceable
- LIVESTREAM: Gen AI in HVAC Industry: State of Art, Case Studies and Future Applications
- A Tale of Two Campuses: Energy Storage at Arizona's Flagship Universities
- Generative AI applications in HVAC Industry: Tools, Techniques and Best Practices
- Hot! Hot! Hot! Best Practice and Challenges of Heat Recovery from Data Centers

Registration is still available for virtual access to both conferences, which includes technical session and PDH certificates.

The conference also marked a leadership transition, as Bill McQuade, P.E., CDP, Fellow ASHRAE, LEED AP assumed the role of 2025–26 ASHRAE Society President. In his inaugural remarks, McQuade unveiled the Society Year theme, “Healthy Buildings: Designing for Life,” calling on the professional community to champion indoor spaces that support health, productivity and quality of life.

“The ASHRAE vision is ‘A healthy and sustainable built environment for all.’ We are all so proud of the work that ASHRAE has done to protect our climate and outdoor environment by improving energy efficiency, eliminating ozone depleting refrigerants, conserving resources, and decarbonizing buildings,” said McQuade. “We have answered the call in the past and helped to solve the difficult problems in times of great need. It is a new day and time for another ‘good turn.’ We can build on a half-century of progress in the energy performance of buildings and now focus the same effort on the indoor climate and environment. We need to become healthy indoor environmentalists.” McQuade’s full

remarks and presentation can be found at ashrae.org/president.

A standout moment of the conference took place during the Women in ASHRAE Happy Hour event, where a proclamation was presented on behalf of Phoenix Mayor Kate Gallego declaring June 23, 2025, as International Women in Engineering Day in the City of Phoenix. The proclamation recognized ASHRAE’s efforts to “...include women who are making significant advancements and serving as leaders in their field.”

The conference also featured ASHRAE’s annual Honors and Awards program, celebrating the exceptional contributions of members. Outgoing President M. Dennis Knight, P.E., BEMP, Fellow Life Member ASHRAE, delivered his final State of the Society address, highlighting achievements from the 2024–25 Society Year.

“A year ago in Indianapolis, I issued a call to action: to tell our stories – your stories – about how ASHRAE and this industry fosters mentors, role models and collaborators,” said Knight. “I encouraged us to articulate our ‘why’: Why HVAC&R is a great career, why it matters and why it is essential to the future of our planet. As I conclude my term, I’m proud of what we’ve accomplished together. I hope this presidency has inspired a new generation to lead with passion and purpose. Remember: every story matters, and every conversation can spark change. Our success – organizationally and personally – happens one conversation at a time.”

The ASHRAE Learning Institute (ALI) offered 18 courses during the conference. Among the most attended were:

- Advanced Concepts in Designing and Retrofitting Energy Efficient Data Centers
- Humidity Control I: Design Tips and Traps
- V in HVAC – Health and Energy Improvements Using the Indoor Air Quality Procedures

All registered attendees, both in-person and virtual, will have access to the virtual conference platform during the conference and 12 months post-conference.

The 2026 ASHRAE Winter Conference will take place January 31 – February 4, 2026 in Las Vegas, Nevada. The AHR Expo will be held February 2-4, 2026.

New Product Announcement: YELLOW JACKET A2L Mini-Split Tool Kits



The YELLOW JACKET® A2L Mini-Split Tool Kits are designed for A2L refrigerant equipment, R-32 and R454B, and the large installed base of R-410A refrigerant equipment. Take the guesswork out of finding the right tool for the job. Each kit includes an A2L manifold, PLUS II™ Hoses, tube cutter, flaring

tool, torque wrench, core removal tool and more to complete the job. All tools are safely kept in a tool bag. Choose from the standard or deluxe kit.

The A2L Mini-Split Tool Kits are a convenient way to get the tools you need to install or repair virtually any mini-split unit.

Upgrade to the YELLOW JACKET® Deluxe A2L Mini-Split Tool Kit 60996 for the most complete set of premium tools designed for the growing variety of mini-split brands and sizes.

FEATURES & BENEFITS

- Designed for A2L refrigerants (R-32, R-454B) and R-410A
- Meets manufacturers specifications on mini-split installations and repairs
- One year warranty
- Made in USA

The Deluxe A2L Mini-Split Tool Kit includes the YELLOW JACKET® Digital Adjustable Torque Wrench with a second wrench head for tube fittings up to 41mm hex size. The kit also includes a premium TITAN® A2L 4-valve manifold and compact ball valve hoses, a dedicated heavy duty evacuation hose, a complete set of imperial and metric hex keys, a 10 pack of replacement Schrader cores, a telescoping inspection mirror, and additional service fittings. Designed for A2L refrigerants (R32/454B/410A)

The YELLOW JACKET® A2L Mini-Split Tool Kit 60995 includes the Digital Adjustable Torque Wrench. This vital tool captures and displays torque measurement in real time, providing users with unprecedented levels of control and accuracy.



ASHRAE Miami's Technical Lunch Navigating Miami's Energy Landscape: The BE305 Initiative

ASHRAE Miami's Technical Lunch, Navigating Miami's Energy Landscape: The BE305 Initiative was held on June 10th, 2025 at 12pm, at the 94th Aero Squadron in Miami.

The presenter was Patricia Gómez, Ph.D., PE, CEM, GBE, LEED AP, Special Advisor for Energy and Resilience of the Miami-Dade Aviation Department.

The Building Efficiency 305 (BE305) initiative seeks to promote improvements in building performance through a suite of policies and programs that increase energy and water efficiency in large, existing private and public buildings. Items discussed were: BE305 Program Goals - BE305 Financing - BE305 Community Training - Building Code Education - Upcoming Energy Efficient Improvements

to Public buildings within Miami Dade County - and Opportunities for Consulting Engineers with Miami Dade County.

There was also a segment of the meeting to present special recognition awards to their Annual Sponsors and Presidential Members. Keep watching for future ASHRAE Miami meetings as they are posted.



Sean Gourley of Stan Weaver & Company, Alberto Sotolongo of Protec Inc., and Keith Miller of Stan Weaver & Company



Daria Zimmermann of MGE Engineering, Linette Prats of ICTE, Ayris Osborn and Rachel Parina of University of Miami



Jorge Acevedo of Ardurra, Marta Marello of Miami-Dade County, and Patricia Gomez of Miami-Dade County Aviation department



A special award of Appreciation was presented to Sonia Arranaga, ASHRAE Miami Chapter president



Jeff Stano and Dwight Slay of Tom Barrow Co. with Rolando Soto of Broward County Board of Rules and Appeals



Special recognition to Annual Sponsors and Presidential Members - Carlos Borja of Saez Distributors was one of the recipients



Sonia Arranaga, ASHRAE Miami Chapter president welcomed the members, discussed future events and introduced the speaker



A great turnout for the ASHRAE Miami June Technical Meeting at the 94th Aero Squadron in Miami



Guest speaker Patricia Gómez spoke about The Building Efficiency 305 (BE305) initiative, which seeks to promote improvements in building performance



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AHRI Releases Consumer Tips for Current Heat Wave and Summer Season

Arlington, Va. – Today, the Air-Conditioning, Heating, and Refrigeration Institute (AHRI) issued tips for homeowners, as well as general advice for the summer season, as record temperatures are expected to affect nearly 200 million people across the United States this week.

Ideally, the time to prepare for the summer heat is in the spring, when air conditioning contractors are gearing up for the season. But any time is the right time to take steps to improve comfort and safety in your home while minimizing wear and tear on your system.

Keeping the cool in and the heat out requires some diligence, but it will pay off in greater comfort and lower costs. Always keep blinds and curtains drawn in south-facing windows or any time the sun is shining directly on them.

If you wish to introduce outside air, always do so in the late evening or early morning when it is cooler outside and the sun is not a factor. Also, make sure air vents and registers in the home are open and clear of furniture and other items.

Installing a programmable thermostat is a relatively easy way to ensure steady, comfortable temperatures in your home. These can easily be programmed to provide comfort corresponding to when the home is occupied or not and many can also be controlled remotely via an app.

Programmable thermostats with the ENERGY STAR label have been independently certified to deliver energy savings.

AHRI is a recognized certification body for the program, which has saved families and businesses hundreds of billions of dollars on energy costs since its inception.

AHRI was recently part of a coalition calling for the federal government to preserve this vital program and avoid any changes that could harm consumers.

The filters that clean the air in a home or small business are typically located near the main air handling unit in the basement or utility room, which is why they are often referred to as “furnace filters.” These should always be changed on the schedule recommended by the filter manufacturer.

Care should be taken to switch off power to the unit prior to removing the filter for changing or inspection.

Consumers must not remove the filter and take it with them to the store – they should instead take a photo of it or write down the relevant information and leave the filter in place until they are ready to replace it.

While it might be tempting to replace an existing filter with one of a much higher efficiency rating (known as MERV), the existing filter was chosen to complement a consumer’s HVAC system.

Installing a filter with a significantly higher MERV rating can result in damage to the system because such filters require greater pressure to move air through the home or business.

When changing a filter, consumers should write either the date of install or the date it should be changed, according to the schedule provided by the filter manufacturer. This eliminates the guesswork and helps keep the system running smoothly.

By working with a contractor to establish a seasonal maintenance agreement, consumers can ensure that their system is running properly in each season, can catch small issues before they become bigger and more expensive, and can ensure that in the event of system failure (which typically happens in the temperature extremes), consumers’ needs are addressed in a timely manner.

Technicians certified by North American Technician Excellence (NATE) have been trained and tested in specific disciplines to ensure quality installation and maintenance of equipment.

Find contractors with NATE-certified technicians by ZIP Code at www.NATEX.org.

Seeking Leaders for HVAC Excellence Accreditation!

HVAC Excellence is seeking experienced educational and HVACR instructional leaders to join our Accreditation Team. These individuals will play a vital role in evaluating and upholding the quality of HVACR education nationwide.

Please note, this is not a fulltime position, it is an opportunity to help evaluate programs, and shape the future of the HVACR industry.

About Programmatic Accreditation
Programmatic accreditation is a voluntary, third-party, peer-review process that evaluates an educational program against established standards. These standards are designed to ensure the HVACR workforce receives the high-quality training necessary for success in the field.

Accreditation Team Member Qualifications
Requirements of Technical Review Accreditation Specialist

- Minimum of 10 years’ experience as an HVACR instructor or program chair, including curriculum development and revision.
- Graduate of a full-time HVACR certificate, degree, or apprenticeship program.
- Hold a valid EPA Section 608 Universal Certification (40 CFR Part 82, Subpart F).
- Ability to demonstrate, explain, and communicate HVACR concepts, systems, and theories.
- Preferred: experience visiting or working with multiple HVACR programs across different regions.
- Preferred: prior participation in the HVAC Excellence accreditation process.
- Available to travel anytime throughout the year.

Requirements of Administrative Review Accreditation Specialist

- Minimum of 5 years in senior-level administration or leadership.
- Master’s degree or higher.
- Extensive background in career and technical education.
- Direct experience with planning, budgeting, strategic development, financial resource management, and student services.

- Experience in curriculum development and oversight.
- Previous accreditation experience as a school administrator with national accrediting bodies (e.g., COE, SACS, NAC).
- Available to travel anytime throughout the year.

Team members will be responsible for the following

1. Develop a comprehensive understanding of HVAC Excellence’s accreditation standards, processes, and procedures to effectively carry out accreditation duties.
2. Conduct a thorough review of the program’s self-study. If any concerns arise regarding compliance with the standards, communicate with the institution to resolve discrepancies prior to the on-site visit.
3. Present the team’s findings during an in-person exit interview with the institution’s faculty and administration at the conclusion of the on-site visit.
4. Submit a detailed post-visit report that outlines compliance issues, offers suggestions for program improvement, and highlights commendations of excellence.
5. Commit to participating in approximately six accreditation visits per year.
6. Allocate approximately three days per visit: Day one: travel to the institution Day two: conduct the on-site evaluation Day three: return travel Be willing to travel by air and automobile to visit schools across the United States.
7. Adhere to HVAC Excellence’s dress code, travel policies, and expense reporting guidelines.
8. Maintain a valid driver’s license.

Honorarium
Each team member receives a \$700.00 honorarium per program visit.

How to Apply
Interested individuals should submit a resume or CV, including contact information, to: jbirch@escogroup.org. Please include any previous experience serving on accreditation teams.

Johnson Controls-Hitachi Launches New R-32 Ductless Residential Heat Pumps in North America

IRVING, Texas – June 17, 2025 – Today, Johnson Controls-Hitachi Air Conditioning announced the launch of its new portfolio of innovative and environmentally sustainable residential ductless heat pumps utilizing the low-Global Warming Potential (GWP) refrigerant, R-32. The new airHome mini-splits, which feature several cold-climate models, reduce energy use and carbon emissions, and improve reliability, indoor air quality (IAQ), and ease of installation and maintenance.

“Johnson Controls-Hitachi is committed to delivering innovative and sustainable HVAC technology that allows homeowners to reduce their environmental impact and improve comfort while providing ample benefits to contractors and distributors that make their job as easy as possible,” said Samuel Vivar, ductless systems product manager, Johnson Controls-Hitachi Air Conditioning. “The durable and reliable airHome mini-split heat pumps have unique features that maximize the life expectancy of the system and make installation and maintenance incredibly efficient.”

airHome heat pumps are designed to meet and exceed government regulations set by the American Innovation and Manufacturing (AIM) Act, and they

qualify for CEE 25c tax credits and most other local and federal heat pump rebates. R-32 has a GWP rating of 675 – three times less than conventional refrigerants such as R-410A, providing substantial environmental sustainability benefits. The airHome launch continues the momentum of the company’s use of R-32 globally for more than a decade.

The airHome line features several high-value features that benefit both the homeowner and contractor, including Frost-Wash™, a proprietary self-cleaning technology built into most indoor and outdoor units that traps and freezes accumulated dust and dirt and flushes it away from the coil.

The launch also includes the airHome 400 model which is a more affordable option for less extreme climates and airHome Multi, which features an outdoor unit that can connect to 2-5 indoor units, with each capable of providing individual temperature control for more customized comfort. With a variety of price points, the series is designed to meet the unique needs of different households.

For more information on the airHome systems and other sustainable, contractor-friendly solutions in the Hitachi portfolio, please visit: www.hitachi-aircon.com.



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[Explore the opportunities of zone-specific heating and cooling from Durastar.]



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JB Warranties Named to Inc.'s 2025 Best Workplaces List

DALLAS and FORT WORTH, Texas, June 18, 2025 /PRNewswire-PRWeb/ -- JB Warranties is proud to announce it has been named to Inc.'s 2025 Best Workplaces list for the sixth time, honoring companies that have built exceptional workplaces and vibrant cultures that support their teams and businesses.

This year's list, featured on Inc.com, is the result of comprehensive measurement and evaluation of American companies that have excelled in creating exceptional workplaces and company cultures—whether in-person or remote.

The award process involved a detailed employee survey conducted by Quantum Workplace, covering critical elements such as management effectiveness, perks, professional development, and overall company culture. Each company's benefits were also audited to determine overall score and ranking. JB Warranties is honored to be included among the 514 companies recognized this year.

"At JB Warranties, we believe that a strong culture isn't just a perk, it's the backbone of everything we do," said Jenna Ochoa, President of JB Warranties. "Being named to Inc.'s Best Workplaces list is

an incredible honor that validates our commitment to building a workplace where people feel valued, supported, and empowered to grow. Our team shows up every day with grit, heart, and a relentless drive to serve our partners and customers, and this recognition is truly a reflection of their passion and dedication."

"Inc.'s Best Workplaces program celebrates the exceptional organizations whose workplace cultures address their employees' welfare and needs in meaningful ways," says Bonny Ghosh, editorial director at Inc. "As companies expand and adapt to changing economic forces, maintaining such a culture is no small feat. Yet these honorees have not only achieved it—they continue to elevate the employee experience through thoughtful benefits, engagement, and a deep commitment to their teams."

JB Warranties is the North American leader in warranty programs for the Heating, Ventilation, Air Conditioning (HVAC), and plumbing industries. Our warranties ensure that homeowners are protected from unexpected repair costs when they make the decision to purchase a new heating or air conditioning system for their home.

HFC Refrigerants Do Not Contribute to PFAS Found in Water

Lately, there have been many news stories about PFAS, also known as "forever chemicals," found in drinking water, rivers, and people's bloodstreams. Forever chemicals are getting attention because they don't break down easily, and many cause health problems. However, confusing forever chemicals with the refrigerants we use in air conditioners and refrigeration systems is a mistake.

Hydrofluorocarbons (HFCs) refrigerants are very different from forever chemicals in how they act in the environment and how they affect people.

One of the most significant problems with PFAS, specifically those considered forever chemicals, is that they dissolve in water. This helps them move through soil and into drinking water supplies, where humans can absorb them.

HFC refrigerants don't do that. When released into the atmosphere, HFCs are gases and rise into the air and break down in the atmosphere. They do not mix with water and do not build up in rivers, lakes, or groundwater.

What Happens After It Breaks Down in the Atmosphere? Some HFCs, like R-134a and R-1234yf (which is a component of R-454B), break down in the air into a chemical called TFA (trifluoroacetic acid). TFA eventually falls to the ground when it rains and can end up in surface water. Scientists have found TFA in the environment for decades, long before modern refrigerants were in use.

That sounds concerning, but here's the important part: TFA does not build up in the body like PFAS forever chemicals. Because forever chemicals aren't easily cleansed from the body, the chemicals build up in tissues, which causes health issues. TFA, on the other hand, is easily removed from the body by its natural processes. For this reason, the EPA and international researchers have not found any health risks from TFA at the levels seen in the environment.

Other refrigerants like R-22 and R-125 (used in R-410A) break down into intermediate compounds like carbonyl fluoride, which further degrades into carbon dioxide and hydrogen fluoride. Both of these molecules are also released from natural sources. R-32 degrades directly into carbon dioxide and hydrogen fluoride.

HFCs and forever chemicals contain fluorine, but that doesn't mean they behave or pose the same risks. HFCs are mainly a climate issue, and they're already being phased down under the American Innovation and Manufacturing (AIM) Act.

This difference hasn't stopped some policymakers from lumping HFCs together with PFAS, which creates rules that do more harm than good. Banning refrigerants based on incorrect assumptions would make it harder for homes and businesses to stay cool without solving the real problem.


We all want clean water and a safe environment. But we need to focus on what the science says. HFC refrigerants are not the same as forever chemicals. They do not pollute water, and their breakdown products are not known to harm people. Regulators and the public need to understand the difference to keep HVACR products running safely without creating new problems based on bad information.

Stay Certified with NATE


It's a good time for NATE-certified technicians to check in on their recertification status. To maintain certification, technicians must complete 16 hours of continuing education every two years. Training must be relevant to the technician's specialty or cover general topics such as safety, electricity, controls, or codes and regulations.

Technicians can track their continuing education hours and expiration dates by logging into their myNATE account. For full details on recertification requirements, fees, and frequently asked questions, visit the NATE Recertification webpage. Questions can also be directed to recertify@NATEX.org or NATE Customer Service at 877-420-6283.

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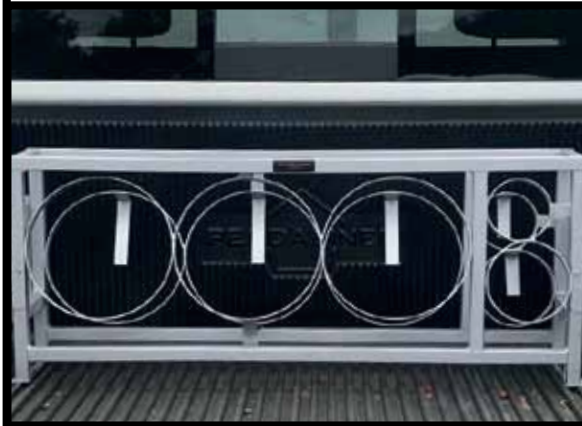
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Liam Galloway and Hanks Massey of Avoca AI
with Andres Ponce of AMP Strategic

The SFACCA June Dinner Meeting was held on June 11th, at 5:30pm, at Funky Buddha Brewery. The guest speaker was Liam Galloway of Avoca which is the leading AI platform for home service businesses to capture leads, boost bookings, and increase revenue. Attendees learned how to enhance their CSR team, without extra costs.

The SFACCA August Meeting will be held on August 6, from 5:30 - 8pm, at Funky Buddha Brewery. SFACCA welcomes city and county inspectors for a panel discussion on new codes, pressing issues and Q & A. Vendor tables available!



Anthony Merkel of Advance Works Vans
and Austin Bierdek of Schumacher Auto Group



Stephanie Marcial and Christina Block of
Pride Air Conditioning and Plumbing



Everyone enjoyed the delicious buffet
prepared by Funky Buddha!



Oscar Mayo and Janet Mayo of Ductz
with Maryanne Lopez of Gemaire



Nicholas Heilman and Alfredo Guette
of Enterprise Leasing



Liam Galloway of Avoca AI said customers see an
average 12% increase in booking rates and a 62%
higher NPS score compared to call centers



Avoca ensures no customer is left waiting—if a call
isn't answered immediately by the team, it's
automatically routed to Avoca for instant handling



April Sackfield of Number Constructs
with Ed Lawton of Enterprise Leasing



Hanks Massey of Avoca AI discussed how they
tailor your business with seamless, hassle-free
integrations—like ServiceTitan



SFACCA members came together
for a group photo!

ASHRAE Announces 2025-26 President, Officers and Directors

ATLANTA (June 23, 2025) – ASHRAE has installed its 2025–26 Society president, along with newly elected officers and directors, during its 2025 Annual Conference in Phoenix.

Bill McQuade, P.E., CDP, Fellow ASHRAE, LEED AP, will serve as the 2025-26 Society president. In his inaugural presidential address, McQuade introduced the theme for the 2025-26 Society Year, “Healthy Buildings: Designing For Life.” The theme emphasizes the critical role of indoor environmental quality (IEQ) in reducing environmental impacts to the built environment while supporting healthier, more resilient communities.

“Today, shelter is more than just a roof over one’s head,” said McQuade. “Shelter encompasses the hospitals we are born in, the homes where we find comfort, the schools where we learn, and the buildings we work in. A well-designed shelter prioritizes indoor environmental quality, ensuring good air quality, proper lighting, thermal comfort, acoustics and access to safe water, all essential for health and comfort. Providing safe, stable, and sustainable shelter is not just a basic human need, it is a fundamental pillar of societal advancement and long-term development.”

McQuade is vice president for government affairs and global sustainability at Baltimore Aircoil Company, Inc. (BAC) in Jessup, Maryland.

Elected officers who will serve one-year terms are as follows:

- President-Elect: Sarah E. Maston, P.E., BCxP,

Member ASHRAE, Director, Colliers Project Leaders, Hudson, Massachusetts.

- Treasurer: Ashish Rakheja, B.E., M.Tech, Fellow ASHRAE, Director/Chief Operating Officer, AEON, Uttar Pradesh, India.

ASHRAE introduced its newest Vice Presidents who will serve a term of 2 years (Society Years 2025–2026 and 2026–2027):

- Vice President: Trenton S. Hunt, Fellow ASHRAE, Vice President and General Manager For Mechanical Products, NSW, Midvale, Utah.
- Vice President: Andres J. Sepulveda, P.E., Fellow ASHRAE, Chief Executive Officer, Commtech, Madrid, Spain.

ASHRAE introduced its newest Directors and Regional Chairs who will serve three-year terms from 2025–2028:

- Region IV Director and Regional Chair: Heather Platt Gullledge, P.E., MBA, Member ASHRAE, Senior Project Manager, Dewberry, Summerfield, North Carolina.
- Region V Director and Regional Chair: Julia Timberman, P.E., Member ASHRAE, Sales Engineer, Air Control Products, Columbus, Ohio.
- Region VI Director and Regional Chair: Maggie Moninski, P.E., Member ASHRAE,

LEED AP, BD+C, Senior Mechanical Engineer, SINGH & Associates, Chicago, Illinois.

- President and Owner, A Squared Plus Engineering Group, LLC, Westminster, Maryland.
- Region XII Director and Regional Chair: Jason Alphonso, P.E., Member ASHRAE, OPMP, PMP, Principal/Owner, Z Service Group, Winter Park, Florida.
- Region XIII Director and Regional Chair: Ching Loon Ong, P.E., Member ASHRAE, CMVP, Hon Fellow AFEO, Managing Director, Confreth (M) SDN BHD, Subang, Jaya, Malaysia.
- Region XV Director and Regional Chair: Pankaj Dharkar, Fellow ASHRAE, President, Pankaj Dharkar & Associates, Ahmedabad, India.

ASHRAE also introduced its newest Directors-at-Large (DALs):

- Steve Kujak, Member ASHRAE, Director of Next Generation Refrigerant Research, Trane Technologies, Brownsville, Minnesota.
- Daniel H. Nall, P.E., BEMP, HBDP, Fellow Life Member ASHRAE, FAIA, LEED Fellow, Vice President, Daniel Nall, Consultant, LLC, Princeton, New Jersey.
- Michael A. Pouchak, P.E., Fellow ASHRAE, Principal Development Engineer, Honeywell, St. Anthony, Minnesota.

Performance Pointers

By James Ball

(continued from page B3)

Conclusion

Listening is more than a skill; it's a mindset that places the customer at the center of your work. By valuing their insights, interpreting their comments, and addressing their concerns with empathy, you not only solve their immediate problems but also build trust and loyalty. Remember, as mom wisely said, "you have two ears and one mouth for a reason." The key to success is listening twice as much as you talk.

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.

ASHRAE and Int'l Code Council Announce Second Public Review Period for Proposed Emissions Quantification Standard

ATLANTA (June 16, 2025) – ASHRAE and the International Code Council have announced the opening of a second public review period for proposed Standard 240P – Quantification of Life Cycle Greenhouse Gas Emissions of Buildings.

The draft standard is available for public comment from June 6, 2025, through July 21, 2025. Interested stakeholders can access the draft and submit comments at osr.ashrae.org.

Standard 240P is designed to establish a consistent methodology for quantifying both embodied and operational greenhouse gas (GHG) emissions over the entire life cycle of buildings and their sites. It also outlines minimum requirements for documentation of those emissions.

Major changes proposed from the first public comment draft include:

Refined definitions for improved clarity and alignment with industry terminology

Updated figure of life-cycle stages that are included in the system boundary

Revised global warming potential metric, changing the default from GWP-20 to GWP-100

Expanded guidance on quantifying embodied greenhouse gas emission.

The goal of the standard is to provide a unified platform that enables building industry professionals, government agencies and the finance and investment sectors to measure, report and act on GHG emissions in a clear and coordinated manner.

"Standard 240P is intended to bring clarity and consistency to how we evaluate embodied emissions throughout the building process," said 2024–25 ASHRAE President M. Dennis Knight, P.E., BEMP, Fellow Life Member. "By working with the International Code Council, we are helping ensure that building professionals have practical, standardized tools for emissions accounting that align with broader industry needs."

"This standard offers a unified framework for GHG accounting, empowering the building industry and related sectors to work from a common platform to measure and report GHG emissions transparently and across a building's life cycle," said Ryan Colker, Executive Director, Energy, Resilience & Innovation for the Code Council. "This kind of cross-sector collaboration with ASHRAE is essential to accelerating the transition to a climate-resilient future."




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Fujitsu Introduces AIRSTAGE J-7S Light Commercial VRF Systems

Fujitsu General America introduces the AIRSTAGE J-7s line of VRF heat pumps. Utilizing the low GWP (Low Warming Potential) R-32 refrigerant, the new models offer greater installation flexibility, improved efficiency, and more compact cabinets than Fujitsu's previous single-phase offerings.

The J-7S line includes two-, three- and four-ton models designed for commercial and light commercial applications. Certified energy efficiency ratings reach up to 15.7 for EER2, 22.2 for SEER2, 11.3 for HSPF2, and 4.64 for COP2.

Optimized for a wide range of climates, AIRSTAGE J-7s systems operate reliably in outdoor temperatures from -15°F to 70°F in heating mode, and 23°F to 122°F in cooling mode. A built-in base pan heater ensures reliable winter performance. Most models are ENERGY STAR® and ENERGY STAR® Cold Climate certified.



Installation flexibility was a central design goal. The new heat pumps feature a 16 percent smaller footprint than earlier models, reducing mechanical space constraints. A single outdoor unit supports up to 12 indoor units for versatile zoning.

To support an extensive variety of system designs, the four-ton unit allows a maximum total equivalent pipe length of 393 feet. A 50 percent to 130 percent system connection ratio on three- and four-ton models enhances load matching for varying project needs.

Factory refrigerant charge is limited to 5.95 pounds across all models, simplifying regulatory compliance.

Despite an impressive outdoor fan static pressure capability of 0.12" W.C., sound levels remain as low as 52 dB(A).

For more information, please visit www.Fujitsu-General.com

Carrier's Cutting-Edge Heat Pump Technology Sets New Benchmarks in Efficiency and Quietness

INDIANAPOLIS, IN – June 2, 2025 – Carrier, a part of Carrier Global Corporation (NYSE: CARR), has announced significant advancements in its cold climate heat pump technology. Following the successful completion of the Department of Energy's (DOE) Cold Climate Heat Pump Challenge, Carrier has updated its AHRI ratings, establishing itself as an industry leader in efficiency and performance. Carrier first commercialized its DOE cold climate heat pump by opening orders in 2024.

Carrier's Infinity® Variable-Speed Ultimate Cold Climate Heat Pump with Greenspeed® Intelligence now features an impressive 21.2 SEER2, 13.5 EER2, and up to 10.5 HSPF2. Based on these metrics, it is the highest rated DOE cold climate heat pump in the market. This leap in efficiency promotes superior energy savings while maintaining optimal comfort levels, even in the harshest climates.

Engineered to operate reliably down to -23 degrees Fahrenheit with 100% heating capacity at 0 degrees Fahrenheit, Carrier's cold climate heat pump provides consistent heating performance in extremely cold conditions. This remarkable capability helps reduce the reliance on secondary heating sources, offering homeowners a dependable solution for year-round comfort. Additionally, with

sound levels as low as 55 decibels, Carrier's cold climate heat pump is among the quietest in the industry, offering a peaceful and comfortable indoor environment.

"The updated AHRI ratings reflect Carrier's commitment to innovation and excellence in HVAC technology," said Braden Cook, Senior Director of Product Management, Training and Service at Carrier. "These ratings confirm that Carrier's cold climate heat pump not only meets but exceeds industry standards, offering homeowners the best in efficient, quiet operation, and low-temperature performance."

For more information about Carrier and its latest in cold climate heat pump technology advancements, visit <https://www.carrier.com/residential/en/us/products/heatpumps/27vna1/>.

Founded by the inventor of modern air conditioning, Carrier is a world leader in hightechnology heating, air-conditioning, and refrigeration solutions. Carrier experts provide sustainable solutions, integrating energy-efficient products, building controls and energy services for residential, commercial, retail, transport, and food service customers. For more information, visit carrier.com or follow @Carrier on X.

HARDI and Texas A&M Master of Industrial Distribution Announce Daniel Jennings Memorial Scholarship Recipients

COLUMBUS, OH – June 27, 2025—HARDI is proud to announce the recipients of the 2025 HARDI x MID \$5,000 Daniel Jennings Memorial Scholarship. This year’s recipients exemplify the kind of forward-thinking leadership that will shape the future of the HVACR industry for years to come.

Congratulations to Our Scholarship Recipients:

Katie Blaufuss is a Strategic Sales Executive at Trane Technologies with over 15 years of experience across finance, banking, and HVAC. She supports national distribution strategies and dealer networks, working closely with private equity-backed consolidators. Katie serves as Chair of HARDI’s Supplier Council and is a member of the HARDI Emerging Leaders program and Women in HVACR.

Joni Lora, LSSBB, is a Territory Manager for Marcone Plumbing, overseeing strategic growth across Washington State in military, facility, and residential plumbing markets. With 25+ years of experience in sales, manufacturing, and government consulting, she brings a strong focus on efficiency and supply chain optimization. Joni is also a long-time educator and mentor within the industry.

Both recipients will soon begin their graduate studies in the renowned Master of Industrial Distribution (MID) program at Texas A&M University’s College of Engineering. The scholarship, established to honor the legacy of Dr. Daniel F. Jennings, the founding Director of the Master of Industrial Distribution Program, supports professionals who are committed to strengthening the HVACR channel through education and leadership.

“This industry thrives when we invest in its people,” said Stella Gary-Keane, VP of Talent Development at HARDI. “Joni and Katie represent the kind of talent and drive that will carry HVACR into its next era. We’re proud to support their development and help accelerate their impact.”

Each recipient will receive \$5,000 in scholarship funds, distributed across four semesters, to support their studies in the MID program. The program equips industry professionals with advanced skills in distribution strategy, supply chain management, and business leadership—critical competencies for the evolving HVACR landscape.

HARDI remains deeply committed to the long-term health and growth of the HVACR industry. Investing in our current and emerging leaders is one of the most powerful ways we can ensure a resilient, innovative, and high-performing future for all.

To learn more about the Daniel Jennings Memorial Scholarship and other HARDI talent initiatives, please visit www.hardinet.org.

Call for Presenters

HVAC Excellence is excited to announce an open call for presentation proposals from industry leaders and subject matter experts for the upcoming National HVACR Education Conference. We invite dynamic individuals with expertise in emerging technologies, regulatory changes, code updates, instructional design, and innovative teaching techniques to contribute to this prestigious event.

Priority Topics - The selection committee will prioritize sessions that delve into key areas such as: **Content Delivery** - This track focuses on essential skills for the classroom, including curriculum development, soft skills, and effective teaching strategies. **Emerging Technologies** - This track covers advancements in HVACR controls and equipment, highlighting cutting-edge innovations. **IAQ & Building Science** - This track explores advancements in controls and equipment for indoor air quality and building science. **Refrigerants & Refrigeration** - This track examines next-generation refrigerants, equipment, and processes shaping the industry. **Regulations & Standards** - This track provides updates on regulatory changes and industry codes. **Technical Concepts** - This track focuses on fundamental and advanced technical concepts, including delivery methods for instruction. **Please note that submissions for sales-related sessions will not be accepted.**

Why Present? Applicants are encouraged to showcase their unique insights and expertise in their session description or bio. Explain why you are the best person to present your proposed session, highlighting your experience, knowledge, and passion for advancing the HVACR industry.

The National HVACR Education Conference brings industry leaders together, fostering interaction with attendees. This is an opportunity to inspire, answer questions, and share insights on new and emerging technologies shaping the future of the HVACR industry.

Presenter Benefits include: 1. Opportunity to educate and influence the industry. 2. Waived registration fee for selected presenters (limited to one presenter per session). 3. Exposure to a diverse audience of HVACR professionals. 4. Networking opportunities with industry leaders.

Important Details - Session Length: 75 minutes / Submission Deadline: August 15, 2025. **Financial Considerations:** HVAC Excellence does not provide compensation for presenting. No fees are charged for the opportunity to present. Travel, lodging, and related expenses are the responsibility of the presenter.

How to Submit: Submit your proposal no later than August 15, 2025. Early submission is encouraged to allow time for the committee to contact you with any questions. It is important that your session description is detailed to provide context as to what you will be presenting and why one should attend. If you have questions, contact members of our team at 800 726-9696.

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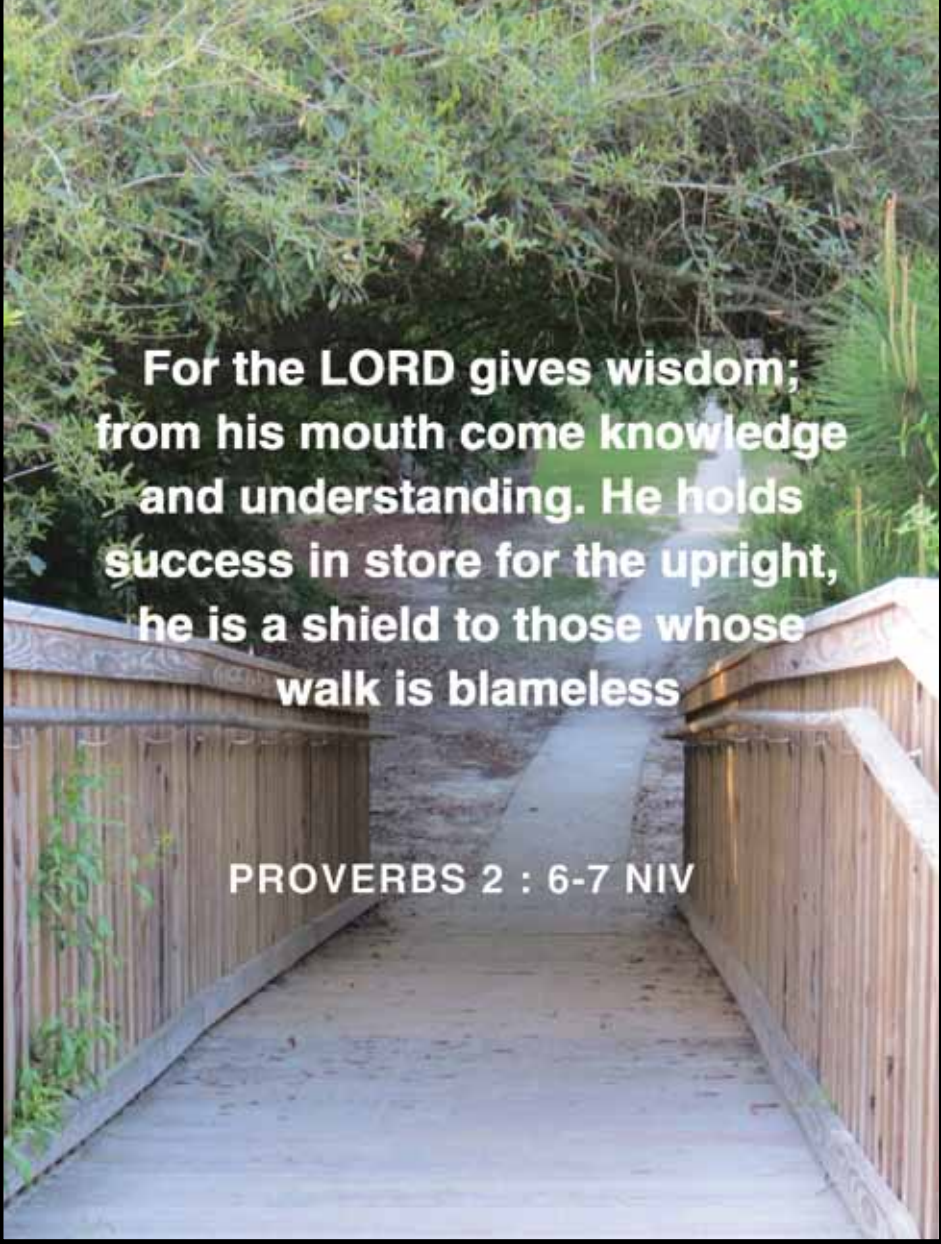


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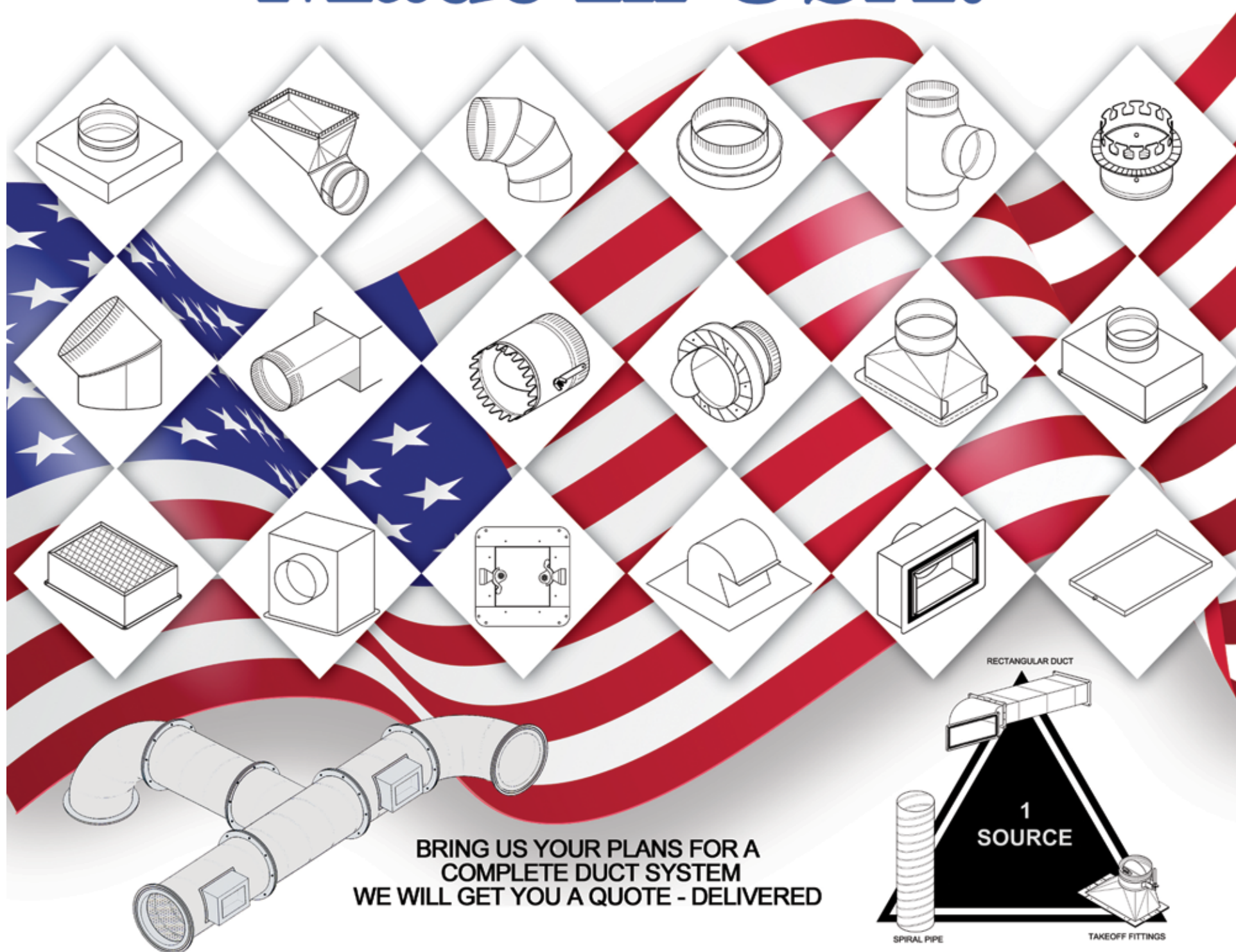
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