

TODAY'S A/C

& REFRIGERATION NEWS

Serving the Southeast Region

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



SFACA August Program Meeting - Annual Inspectors Panel in Broward (see page B6)



Daikin Comfort Technologies Hosts Open House in Boynton Beach (see pages 12)



PBACCA Florida Air Conditioning Apprenticeship Graduation in Lake Worth (see page 14)



Tropic Supply Hosts Webinars on Samsung HVAC Systems, Installation Best Practices (see page 4)

Bosch Home Comfort Completes JCI Acquisition

Bosch wants to grow significantly faster than the market in the heating, ventilation, and cooling sector - Successfully completed: the largest acquisition in the company's history



Jeff Schlichenmeyer
Publisher

Stuttgart — The Bosch Group reaches the next milestone in its corporate strategy 2030 and is consistently focusing on growth. The company has successfully completed the largest acquisition in its history. The acquisition of the residential and light commercial heating, ventilation, and air conditioning (HVAC) business from Johnson Controls and the acquisition of the Johnson Controls-Hitachi Air Conditioning joint venture were completed as scheduled on July 31. The contracts were signed roughly one year ago. The purchase price is 8 billion U.S. dollars (7.4 billion euros) and is subject to customary adjustments.

“With the largest acquisition in our company history, we are accelerating our growth, expanding our global footprint, and balancing our business by strengthening our energy and building technology – this makes Bosch more powerful and robust, in line with our cor-

porate strategy 2030,” says Stefan Hartung, chairman of the Bosch board of management.

With the acquisition, the Bosch Home Comfort division almost doubles in size to over 25,000 associates and more than \$8.6 billion USD (eight billion euros) in sales. Bosch is thus significantly expanding its presence, especially in America and Asia, and becoming one of the largest suppliers in the market for heating, ventilation, and cooling of residential and small commercial buildings worldwide. In the U.S., Bosch will add approximately 3,400 associates and two new manufacturing sites located in Norman, Oklahoma and Wichita, Kansas.

“The entire HVAC industry is in a state of upheaval, and the market and technologies are changing. Bosch is systematically taking advantage of its opportunities and is now moving up to the Champions League in the heating, ventilation, and air conditioning solutions business,” says Hartung.

With the new lineup, Home Comfort wants to grow significantly faster than the global HVAC market. According to Bosch estimates, this will increase by up to five percent every year until 2030.



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Mini-Split Installs Are Soaring - But Controls Have Been Stuck in the Past. Until Now.

Mini-split installations are surging nationwide, and they’ve quickly become one of the most profitable segments for HVAC contractors. In the U.S. alone, contractors installed **more than 80,000 new mini-split units last year**, a sharp increase that represents a much larger share of total residential HVAC work than just a few years ago. Analysts now project the U.S. mini-split market to **nearly double in the next 5 years** - a signal that ductless systems are no longer a niche offering, but the new center of gravity for HVAC businesses.

Yet even as equipment demand rises, one issue keeps creating friction on jobs: the controls. Homeowners today expect the clean, intuitive experience of a smart thermostat - something that fits the rest of their connected home. Instead, most mini-splits still ship with **plastic remotes that feel**

stuck in the 1990s. They’re easy to misplace, hard to understand, and packed with confusing modes. The result? Customers struggle, systems get left in the wrong settings, and your crew ends up fielding preventable “no-cool” calls.



That’s where **Boldr ProPack** comes in. A **universal smart controller built for contractors**, Pro-Pack transforms every ductless mini-split into an intelligent system that homeowners instantly understand and love. Compatible with **all brands**, including Mitsubishi, Daikin, Fujitsu, Midea, and even private-labels. It installs in minutes, requires no Wi-Fi to commission, and unlocks

a real thermostat experience customers expect.

And here’s the kicker: **all of this costs about the same as a replacement OEM remote** - but instead of callbacks and confusion, you deliver smarter installs, happier customers, and stronger margins.

go to page 8



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Here is the next way to increase profitability.

#8 – Ruth's Rule #2 - I developed Ruth's Rules many years ago to calculate the revenues needed for any expense – whether a cost of goods sold expense or an overhead expense. I am starting with Ruth's Rule #2: Sales at Break Even = Overhead Expense

Gross Margin

Here's how to use Ruth's Rule #2: Your social media and website expense is \$1,000 a month. What is the break even revenue that has to be generated assuming your company gross margin is 55%?

Sales at break even = $1,000/55\% = \$1,818.18$

Now that you know the break even revenues that have to be generated, look at your revenues that are generated from your social media and websites. Do they reach at least \$1,818.18? If so, then you are fine. If not, then what can you do to get the revenues to this volume? If you can't get them here, then either find someone who can help you do this or don't do it.

Here's another way to use Ruth's Rule #2:

Your office manager, who has been doing a great job, wants a raise from \$50,000 to \$60,000 a year. What increase in revenues does the company need to have assuming the company gross margin is 35%? The additional expense is \$10,000 (for simplicity, don't include payroll taxes and other benefits).

Sales at break even = $\$10,000/35\% = \$28,571.43$

To justify her raise, ask her how she will help the company increase revenues by \$28,571.43.

#9 – Ruth's Rule #3 Sales = Overhead Expense
GM – Profit %

Gross margin is a percentage and the profit you desire is a percentage. Here's how to use Ruth's Rule #3: You are considering a postcard campaign for the spring. You will send out 1600 postcards at a cost of \$800. Your gross margin is 45% and you want a 15% profit. What are the sales revenues that you have to

generate to pay for the postcards? Sales = $800/(45\% - 15\%) = 800/30\% = \$2,666.67$

Now that you know the revenues that have to be generated, would you send the postcards? It depends. What is the offer on the postcards? Who are you sending them to?

If the offer is for a cooling maintenance and your cooling maintenance is \$100, then you have to generate 27 cooling maintenances from the postcard mailing. Is this possible? Maybe.

It depends on who you are sending the postcard to. If it is to a list of people who don't know your company and have never used your company, then getting 27 responses from 1600 postcards is unlikely. If it is to a list of customers who have used your company before, and you have continued to mail to them, then you might get 27 responses.

Or if you are offering a discount on a system replacement and that replacement is \$10,000, you need less than one replacement for the postcard to pay for itself. Whether you can get the response you want is dependent on the offer on the postcard and the list of people you are sending it to. Here's another way to use Ruth's Rule #3:

You are hiring a new dispatcher. Her salary is \$20/hr plus 30% benefits. Your service department gross margin is 48% and you want a 10% net profit. What are the sales revenues that the company has to generate to pay her wages? Total salary including benefits: $\$20 \times 2080 \times 1.3 = \$54,080$

Sales = $\$54,080 = \$54,080$ 48%-10% 38%
= \$142,315.79

Can you increase revenues by \$142,315.79? Can the dispatcher route effectively, keep the technicians moving so they can do an additional call a day or week? If you have 5 technicians, then the increase in revenues is \$28,463.16 per technician per year or

\$569.26 per week (assuming 50 weeks).

#10 – Ruth's Rule #1 Over the past two weeks I have given you Ruth's Rules #2 and #3. Both of these rules determine revenues needed based on overhead expenses.

This week is Ruth's Rule #1: determining revenue based on direct expenses or cost of goods sold (COGS) expenses. Ruth's Rule #1: Sales = Direct Expense

1 - GM 1 is 100% and gross margin (GM) is a percentage. Here's how to use Ruth's Rule #1:

You are considering hiring a new service technician who has great experience and wants \$40 an hour. The gross margin of the service department is 52%. Benefits are 30% of wages and his truck cost is \$10 an hour. Assume 2080 hours a year.

Wages = $40 (2080) (1.3) = 108,160$

Truck cost = $10 (2080) = 20,800$

Total cost = 128,960

Revenues needed = $128,960/48 = 268,666.70$

Can he generate \$268,667 a year? If the answer is yes, then his \$40 an hour is justified.

Do this calculation for any direct cost employee. If a person wants \$30 an hour, calculate how much that truck has to generate to pay the \$30 an hour. And, this calculation should be done for installation crews as well as technicians.

Each field employee should know how much revenue he has to generate to pay his hourly wages. Consider a bonus for exceeding those revenues (it doesn't have to be big...just a recognition that the revenues were exceeded). Next month: More ways to increase profitability.

Books/Audios that Could Help Your Business and You - Casey Brown makes an interesting case for whether you should raise prices and how to raise prices if you decide to do so. Order on Amazon: <https://amzn.to/4jjyoSg>

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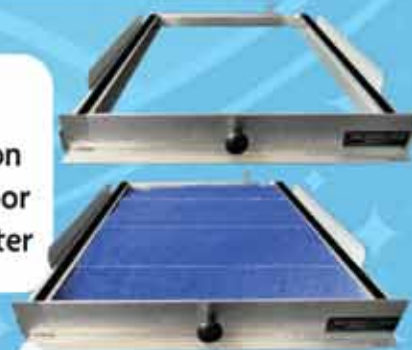
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Tropic Supply Hosted Webinars on Samsung HVAC Systems, Installation Best Practices, Troubleshooting Tips, and the Dealer Program!



Michael Glenn of Samsung HVAC

In July and August, Tropic Supply hosted four webinars to explore the latest Samsung HVAC Systems, Installation Best Practices, Troubleshooting & Service Tips, and the Samsung Dealer Program.

The instructors were Michael Glenn of Samsung HVAC, along with Tim Murphy and Steve Poreba, Technical Services Support for Tropic Supply.

The first session focused on Residential Air Conditioning, with an overview of Samsung's RAC product line, including the latest residential models and where they perform best. The best installation practices were discussed, such as guidance on sizing, setup, and commissioning to ensure trouble-free installations. The session concluded with troubleshooting and service tips, showing how to quickly diagnose and fix common problems to reduce callbacks.

The second session highlighted the Free Joint Multi (FJM) line, providing an overview of Samsung's multi-zone systems and how they maximize comfort and flexibility. Installation best practices covered piping, charging, and balancing multiple indoor units, while the troubleshooting segment addressed frequent issues with multi-head systems.



The third session focused on Commercial Air Conditioning (CAC), exploring Samsung's product line for light commercial applications such as offices, retail, and more. Topics included airflow and controls to achieve peak system performance, as well as how to pinpoint and correct typical CAC service problems efficiently and accurately.

The final session introduced the Samsung Dealer Program, revealing the perks of partnering with Samsung — from marketing support to extended warranties. Tools and resources were presented to help contractors grow their business and close more sales. The program also provides access to exclusive training to keep teams sharp and up to date.

Each webinar session gave three attendees the chance to win a Samsung-branded hat by correctly answering quiz questions, adding a fun and interactive element to the learning experience.

Together, these webinars not only provided valuable insights into Samsung HVAC systems but also equipped attendees with tools and knowledge to deliver better installations, reduce callbacks, and grow their business.



iFLO Pro Lineup Expands with the All-New iFLO Pro Battery – A Solution for Every Professional

iFLO is excited to announce the expansion of its iFLO Pro product line, now delivering solutions designed to meet the diverse needs of HVAC dealers, commercial businesses, multifamily property managers, single-family builders, and hospitality professionals. With the introduction of the iFLO Pro Battery, alongside the proven iFLO Pro Wired device, iFLO now offers a complete lineup for every application. Introducing the iFLO Pro Battery

The iFLO Pro Battery is a streamlined, plug-and-play solution built for quick, hassle-free installation directly into the A/C condensate drain line. Engineered for simplicity and reliability, this device is ideal for large-scale projects where a monitored, connected solution may not be required.

Key Features:

- Battery-Powered Independence: No constant internet connectivity required.
- Easy Installation: Perfect for high-volume projects and portfolio properties.
- Complete Kit Included: Comes with everything you need, including the proprietary PRO Enzymatic Formula that provides up to 6 months of protection.
- Peace of Mind: Backed by a 2-year warranty.

This solution is designed for professionals who want low-maintenance protection at scale, making it a top choice for multifamily properties, hospitality, and new construction applications. For Ultimate Connectivity – iFLO Pro Wired

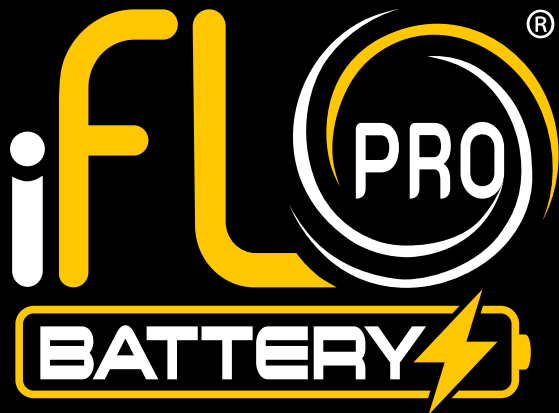
When projects demand continuous power, remote monitoring, and advanced control, the iFLO Pro Wired device remains the industry standard. Powered by a 24V connection, this solution offers:

- Real-Time Alerts & Notifications
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- Remote Management to Prevent Downtime

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With the addition of the iFLO Pro Battery, iFLO delivers the flexibility, scalability, and innovation professionals need. Whether you're managing thousands of units or providing premium monitored services, iFLO has a solution designed for you.

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Bosch Home Comfort Completes JCI Acquisition

Continued from cover story



“Bosch wants to be one of the leading companies in each of its industries by 2030 and is expanding its business with strategic investments in growth areas, among other things. Acquisitions are also part of the strategy,” says Christian Fischer, deputy chairman of the board of management and responsible for strategic growth initiatives and portfolio management. “The current acquisition perfectly complements our portfolio. We can now offer our customers the entire range of HVAC technologies – from a single source and worldwide.”

The acquisition also includes strategically important company investments and joint venture interests, among other things, in component manufacturers and sales partners. These investments are expected to make a significant contribution to the financial result of Home Comfort in the future. With its expanded product and brand portfolio, Home Comfort wants to better leverage the potential of its strong and established sales channels and boost sales. Integrated purchasing and the joint development of product platforms should also ensure cost savings. It is hoped that initial successes will be seen as early as 2026. The company can rely on strong brands for this: in addition to Bosch and Buderus, these now also include YORK® in the USA and Hitachi in Asia, as well as other strong local brands. The company is acquiring long-term licenses to use the brand names for YORK® and Hitachi. The global production network of Home Comfort will grow from 17 to 33 plants as a result of the

acquisition, while the number of development sites is increasing from 14 to 26. The completion of the transaction marks the beginning of the integration of the new units into the Home Comfort division at Bosch. This should be completed by the end of 2027.

The current acquisition means that Bosch is positioning itself much more broadly – especially for air conditioning solutions. With its large product portfolio, international presence, and the sales channels of the purchased units, the company is tapping into attractive growth prospects. According to Bosch analyses, the global market for heating, ventilation, and air conditioning systems amounted to more than \$160 billion USD (150 billion euros) in 2024. Air conditioning systems alone accounted for two-thirds of this. Demand will continue to increase significantly in the coming years. According to Bosch’s forecast, sales of air conditioning units worldwide are expected to increase to more than 200 million units per year by 2030, almost a fifth more than in 2024.

“We want to help shape this market – and use energy-efficient solutions to ensure that people can make their everyday lives comfortable and healthy, even on increasingly hotter days, whether at home, at work, or while shopping,” says Frank Meyer, who is responsible for energy and building technology and thus also for the Home Comfort division at Bosch.

Depending on the region of the world, different technologies are in demand. In the USA, the focus is on ducted systems, in which the air is routed through ducts from a central location in order to either heat or cool all rooms at the same time. In Asia, ductless solutions are in particular demand, in which indoor units can heat or cool individually in each room, as well as modern air conditioning systems with so-called variable refrigerant flow systems (VRF). The commercial applications of VRF technology range from smaller commercial premises such as retail stores to large-scale projects such as hotels or hospitals.

The Europe / Middle East / Africa region is characterized by large regional differences. In northern and western Europe, electrification by heat pumps and other technologies is already established or is being promoted. In the Middle East and Africa, air conditioning solutions and water heaters are in demand. In many countries of the region, the whole spectrum is offered from heat pumps via oil and gas heaters to hybrid heaters.

“We have ambitious growth targets in all regions of the world. We are consistently focusing our new organization on this,” says Jan Brockmann, executive management president of Home Comfort. “By strengthening regional responsibility, we can meet customer needs even better.” In the future, Home Comfort’s business will be managed directly in the three world regions of America, Asia, and Europe / Middle East / Africa. This orientation is also reflected in the new global executive board of the division as of August 1, 2025. Jan Brockmann will become president of the future organization and at the same time will take on the role of regional president for the Europe / Middle East / Africa region.

David Budzinski, previously president of residential and light commercial at Johnson Controls International and CEO of the Johnson Controls-Hitachi Air Conditioning joint venture, will be appointed to the global executive board of the division. He assumes responsibility for the Americas region and becomes deputy to Jan Brockmann. Ulrich Lissmann, who is also joining the global executive board, will be responsible for Asia-Pacific. Nora Klug, previously General Counsel of the Bosch Group, will assume the role of chief people and governance officer. As chief transformation officer, Oliver Koukal will take care of the integration of the acquired business, which he has already been responsible for as project manager. The current members of the executive management Thomas Volz and Birte Luebbert will continue to be members of the global executive board. Thomas Volz will be chief financial officer, Birte Luebbert will serve as chief operations officer.

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Mini-Split Installs Are Soaring - But Controls Have Been Stuck in the Past. Until Now.

Continued from cover story

Built for the Way Contractors Work

Unlike OEM remotes, the **Boldr ProPack** was designed specifically for HVAC professionals. Every controller can carry your company logo and a direct “call your contractor” button via **ProBranding**. That means when homeowners need help, they reach you. Not Google or a local competitor. It’s a built-in retention tool that costs you nothing in marketing spend.

Faster Commissioning, No Wi-Fi Required

On install day, time matters. The ProPack commissions over Bluetooth with the **Boldr ProApp** in under three minutes - no Wi-Fi networks, no homeowner passwords, and no delays. When customers are ready, you can hand off the controller in one tap. Crews stay on schedule, and installs finish cleaner, faster, and more repeatable across your team.

Clean, Repeatable Installs

ProPack comes with flexible mounting - **Lite (zero-tools snap mount)** and **Pro (hard-wired)** - both designed for consistency in the field. That means no jury-rigged solutions, no confusing wiring diagrams, just simple installs your team can repeat day after day.

Smarter Systems, Fewer Callbacks

The **HealthCheck AI** built into ProPack monitors system efficiency and flags issues like filter clogging or declining performance before they escalate into emergency “no-cool” calls. Instead of chasing problems mid-season, your techs can schedule proactive maintenance that smooths workloads, reduces crisis calls, and creates new off-season revenue.

In multi-zone systems, ProPack also eliminates the longstanding headache of **mode conflicts** that can shut down equipment. With fewer error codes, you avoid unnecessary trips, disputes with homeowners, and time lost on preventable service.

Homeowners Feel the Difference

ProPack doesn’t just simplify your work - it improves homeowner comfort. With **ComfortZone**

AI, temperature control is more precise, eliminating the wide deadbands and inconsistent comfort that mini-splits are known for. Homeowners get the ease of a wall thermostat, paired with up to **30% less energy use** thanks to Boldr’s automation.

Backed by Contractors, Built for Contractors

ProPack isn’t just contractor-friendly - it was developed in partnership with some of the most established HVAC businesses across the country. These contractors didn’t just pilot the product - they invested in it, ensuring every feature reflects real-world challenges in the field. That backing gives you confidence: when you standardize on ProPack, you’re standing on a solution shaped and supported by peers who’ve already proven its value.

Available Nationwide

With distribution across all **52 states**, ProPack is already stocked by select leading wholesalers and in the hands of thousands of contractors. Its premium aluminum-and-glass design elevates the homeowner experience, while its durability ensures fewer issues

down the line.

Pilot Opportunity: Try It First

For a limited time, Boldr is offering a **pilot program for the first 15 contractors** who complete a short qualification call. Get a **free ProPack** - install it **within 3 days** of receiving and earn **\$185 parts credit** on your first order.

To reserve your spot, email pro@teamboldr.com today.

The Bottom Line

Mini-splits aren’t just growing - they’re defining the next decade of HVAC. As installations rise and homeowners demand smarter, simpler controls, the Boldr ProPack ensures your crews stay ahead: faster installs, fewer callbacks, predictable service revenue, and loyal customers who call you first.

And you deliver all that value **for the same cost as a throwaway OEM remote**.



HARDI Distributors Report 6.9% Revenue Increase in June

Columbus, OH—Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing sales by HARDI distributors increased by 6.9% during June 2025. The annual sales growth for the 12 months through June 2025 is an increase of 4.3%.

“Nearly 7% sales growth against a month when cooling degree days were well above normal in six of our seven regions last June looks great, but that’s not apples-to-apples,” said Brian Loftus, Macroeconomic and Residential Market Analyst at HARDI. “June 2025 had one more billing day than June of 2024. We estimate the sales growth was closer to 1.8% with the same number of billing days.”

The monthly sales survey also calculates distributor’s Days Sales Outstanding which is a measure of how quickly customers pay their bills. “The DSO for June was tracking at 39 days from 2021 through 2023. It was trimmed by a day in June of 2024 and has been trimmed by another day during June of 2025 to less than 37 days” said Loftus.

The annual sales growth of HARDI distributors has been near 4% during the past three months while the producer price index for the industry has been moving towards that level. “If the price increases are passed through, then there is not much real sales growth so far this year,” said Loftus. “Modest sales growth during 2025 would be consistent with the sticky inflation and interest rates, the weak consumer confidence, housing and employment reports.”

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 proudly represents more than 490 distributor members and their 5,000+ branch locations, and close to 500 suppliers, manufacturer representatives, and service vendors.



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*Comparison is based on 5-ton gas/electric model versus other 5-ton gas/electric models.

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Repair or Replace? Preparing for A2Ls in Residential Air Conditioning

By: Eric Strausbaugh, Copeland Director of Residential Product Marketing

A2L refrigerants have officially arrived in the U.S. air conditioning (AC) sector. Since January 2025, all new residential and light commercial AC equipment has been required to use refrigerants with a global warming potential (GWP) below 700. A2Ls have been listed as approved alternatives. As A2L-optimized units enter the marketplace, HVAC technicians will be among the first to encounter this equipment in new installations and system replacements.

The 700-GWP limit — which was mandated by the Environmental Protection Agency’s (EPA) Technology Transition rule under the authority of the American Innovation and Manufacturing Act (AIM Act) — will effectively prohibit the use of the legacy A1 hydrofluorocarbon (HFC) R-410A (2,088 GWP) in new AC equipment. The AIM Act also authorized the EPA to phase down HFC production and consumption, which aligns with a global timeline to reduce HFC supplies.

However, the transition to A2L refrigerants in the AC sector won’t happen overnight. Existing R-410A equipment will still need to be serviced for many years throughout their useful lifecycles.

When new equipment enters the field, it often comes with new installation and application considerations. During the transition from R-22 to R-410A, these dealt with the change in pressure. Today, it is flammability. Replacement fluids R-454B and R-32 have a “lower flammability” A2L classification. Thus, these applications have specific safety considerations and must use A2L-optimized equipment for installation and servicing.

For many years, Copeland has been working with original equipment manufacturers (OEMs) to develop A2L-ready equipment to meet new refrigerant mandates. With the GWP mandate impacting residential AC, technicians are encountering these units in the field. However, many have questions about installing and servicing new A2L systems while supporting customers with R-410A units.

Technicians must be prepared to provide homeowners with system repair and replacement options. To protect their hard-earned reputations, they must also ensure that the new equipment they specify will

align with their high-reliability standards.

Balancing old and new — A2L servicing implications - For HVAC technicians, the mix of already installed R-410A equipment and new A2L units will require the knowledge, tools, and resources to manage multiple refrigerants in the field simultaneously. As a rule, it’s important to remember that fluids and components are not interchangeable — both among new and legacy equipment and specific A2L refrigerant blends. For example:

- Do not charge an R-410A system with an A2L refrigerant (or vice versa).
- Do not charge an R-454B system with R-32 refrigerant (i.e., two different A2Ls).
- R-410A compressors or components are incompatible in an A2L-optimized system (and vice versa).
- In A2L systems requiring leak detection, devices and/or sensors must be optimized to detect a specific A2L refrigerant (i.e., R-454B or R-32).

Copeland is ready to support contractors with replacement R-410A compressors and the next generation of A2L-optimized compressors across all Copeland scroll platforms, including two-stage, fixed-speed, and variable-speed options. For example, to support new OEM designs, Copeland has selected R-454B and R-32 for its YA and YP compressor models due to their performance characteristics in residential AC.

As with any new refrigerant platform, optimizing compressors for use with A2Ls requires various modifications and considerations, including lubrication, motor optimization, electronic componentry qualification, and material selection. Most importantly, Copeland’s A2L-optimized compressors are designed for maximum performance and best-in-class reliability.

Technicians can rest assured that these models follow the same rigorous testing and qualification processes as previous R-410A models.

A2L servicing best practices and tools - Despite any reservations and concerns about servicing A2Ls, specific best practices are the same as those currently used. Most are rules of thumb that technicians already know but have not always been required to follow with R-410A systems, including:

Technicians must use only A2L-certified tools/ gauges, replacement parts, leak detection, components and compressors. Note that threading and labeling are unique to A2Ls to ensure differentiation from R-410A.

Be aware that mitigation measures, often including leak detection, will be mandatory on A2L units above ~4 pounds of charge. If needed, refrigerant detection devices and sensors will most likely be placed on or near the evaporator coil, where leaks commonly occur. Note: these devices and/or sensors must also be optimized to detect the system’s specific A2L refrigerant.

Repair or replace? Help your customers make the best decisions. - Your customers need to know that if their existing system is operating correctly, the EPA’s 2025 700-GWP limit does not require them to replace it. However, as the refrigerant transition progresses, the price and availability of HFC supplies may impact end users’ “repair versus replace” decisions.

Helping your customers make this decision will be an essential part of your service offerings and an opportunity for you to add value as a qualified technician. Consider the following criteria in your decision.

Refrigerant and legacy component costs - The price of R-410A is expected to rise over the next several years in alignment with the HFC phasedown. In turn, legacy component costs may also increase, as may potential challenges in sourcing these components.

Energy efficiency evaluation - Estimate the energy efficiency and/or consumption difference between their legacy system and a new A2L system. A1 systems nearing the end of their lifecycles may experience efficiency losses, while new A2L systems provide higher efficiencies. Recent minimum system efficiency requirements by the Department of Energy (DOE) may also be a factor when evaluating legacy and new A2L systems. It may be beneficial to upgrade from an energy efficiency standpoint alone.

Available incentives - Depending on the installation region and other factors, end users may be able to offset replacement costs with available incentives and tax rebates. Check state programs, federal tax credits, local utility incentives, and manufacturer rebates.



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Daikin Comfort Technologies



Daikin Comfort Technologies Hosts Open House in Boynton Beach

August 13th, 2025



Andres Ponce of AMP Strategic with Alfred Alvarez of Central Air Control



Ricky Dawes and Curtis Dawes of Ice Cool Air Conditioning, and Greg Domayo (center) of Daikin Comfort Technologies



Jason Buckwald and Marty Morales of Straight Air Conditioning with Guen Gonzalez of Daikin Comfort Technologies



Ron Murphy and Anthony Smith of ARS Air Conditioning placing their lunch order with the Food Madness Food Truck



Adam Rehim of JAR Williams Air Conditioning, Jaime Englert of Daikin Comfort Technology, and Scott Behanna of McLaughlin - Behanna Associates



Alexis Terzado of Nu-Calgon with Ron Murphy and Anthony Smith of ARS Air Conditioning

On August 13th, from 11am-2pm, the Daikin Comfort Technologies Boynton Beach location hosted an Open House complete with Food Truck, product specials, and prize raffles.

Manufacturers' Representatives were in attendance to answer questions and demonstrate their new products available from Daikin and Goodman. Many local contractors attended this event.

The Food Madness Food Truck was on-site serving up a variety of Wings like Buffalo, BBQ, and Lemon Pepper. They made Cheeseburgers and Philly Cheesesteaks fresh off the grill.

Eric Bonde, Regional Manager for Daikin stated, "We are excited to have local contractors attend our open house, enjoy some lunch, see the new products we have available, and speak to the vendors and our trained staff."

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



Everyone enjoyed a nice lunch break consisting of tasty wings, burgers and and philly cheesesteaks!



Perry Williams and Steve Walkup of First Call Air Conditioning with Gary Smith (center) of Daikin Comfort Technologies



Ice Cool Air Conditioning taking some time to relax from a busy day!



Viviana Maguire of Daikin Comfort Technology with Lamar Grant and Tyler Sylvester of All Pro AC



Daikin Comfort Technology Boynton Beach: Kyle Magreit, Guen Gonzalez, Gary Smith, Greg Damayo, and Joseph Sarduni



The Food Madness Food Truck was on-site serving Wings - Buffalo, BBQ, and Lemon Pepper, Fries, Cheeseburgers, and Philly Cheesesteaks!



Steve Tota of Gulfstream Cooling with Andy Taylor of Leone Green



Alvin Nguyen of RLS, Tony Ski of Discount Cooling, and Matt Phillips of Daikin Comfort Technology



Contractors had the opportunity to enjoy lunch, check out the new products at the vendor tables, and take advantage of special pricing!



Matt Phillips of Daikin Comfort Technology with Mike Docarmo and Lucas Pereira of Air Sharks Air Conditioning



Florida Air Conditioning Apprenticeship Graduation

August 7th, 2025



The Florida Air Conditioning Apprenticeship Association (FACAA), in conjunction with the Palm Beach Air Conditioning Contractors Association (PBACCA), honored 18 2025 graduates at a banquet held on August 7th at The Beach Club in Lake Worth, FL. More than 70 instructors, employers, friends, families and other industry members attended the event to congratulate the graduates and celebrate with them. FACAA Program Director and past PBACCA

President Steve Sparks and PBACCA Committee Members hosted the banquet. Guest speaker Virginia Savietto of District 2 School Board spoke about the importance of learning as much as you can and to mentor others as well.

Steve congratulated the graduates for their commitment and thanked their families for the sacrifices they endured and also recognized the sponsoring employers for enabling the students to participate over

the past four years. Steve Sparks introduced the instructors and presented the graduates. Graduates received gift cards from Tropic Supply, and gift bags donated by RGF.

Blake Crumbley was named Graduate of the Year and received an award from Peter Montana of ACProsite.com. Special thanks to sponsors Tropic Supply, Arco Supply, RGF, Johnstone Supply, Daikin -Goodman, and the supporting contractors!



More than 70 instructors, employers, friends, families, and other industry members attended the event to congratulate the graduates and celebrate with them!



PBACCA president Steve Castillo welcomed the graduates, attendees, and the sponsors who made it all possible



Everyone enjoyed the delicious buffet prepared by The Beach Club!



Guest speaker was School Board Member Virginia Savietto of District 2



Steve Sparks reminded them of the PBACCA Maury Jacob Scholarships that is available to assist all motivated students



Instructors: Mike Swartz, Kelly McCann, Byron Hooppell, Dennis Linnin, Virginia Savietto, and Steve Sparks



Caleb Brannick, Blake Crumley, Rodney Ayala, Tyler Cates, Jacob Dodge, Virginia Savietto, Derek Falk, Jordy Hernandez, Edgar Lorenzo and Enrique Ginnari



Anthony Zacchino, Joseph Picciolo, Kyron Wilkins, Landen Smith, Virginia Savietto, Brian Pert, Billy Smith and Robert Villalta



Peter Montana presenting the Graduate of the Year award to Blake Crumley

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NAVAC Launches New Smart Probe Product Line for Advanced HVAC Diagnostics

Lyndhurst, NJ – NAVAC, the world's largest supplier of HVAC vacuum pumps in addition to a wide array of tools, gauges, recovery units, instruments and industry-specific items, has launched a new line of Smart Probes designed to meet the evolving needs of today's HVAC professionals. Engineered for superior accuracy, convenience, and connectivity, the new tools deliver powerful diagnostic and measurement capabilities in the field.

The new Smart Probe line features a full suite of wireless diagnostic tools compatible with myNAVAC™, the company's mobile app ecosystem, and measureQuick®, a widely

used performance analytics platform. Designed for use with or without internet connectivity, the probes provide fast, flexible, and precise measurements in virtually any jobsite environment. Smart Probe models include:



- NST1 / NST2: Bluetooth low & high temperature probes with digital display
- NSTL: Large Bluetooth temperature clamp with digital display
- NSP1: Bluetooth pressure probe with digital display
- NSH1: Bluetooth psychrometer with digital display
- SK2TP1: Smart refrigerant diagnostics kit
- SK3TPH1: Smart refrigerant & air side diagnostics kit

NAVAC's Smart Probes distinguish themselves in a crowded market with large onboard displays that enable full standalone functionality and allow users to view more data at a glance. Rugged housings and integrated screen protection ensure reliable performance in demanding conditions. When used with either myNAVAC™ or measureQuick® apps, datapoint from multiple probes can be displayed on the same screen with automatic calculations such as subcooling and superheating. Further enhancing their versatility, the pressure probe, psychrometer, and NSTL temperature clamp all feature a universal design that allows users to toggle between high/low or supply/return modes with a simple turn - eliminating the need for separate probes. NAVAC's bundled Smart Probe Kits include 1/4" access valves and multiple probes, delivering a complete, efficient solution for HVAC diagnostics.

"With our new Smart Probe line, we're offering HVAC technicians a combination of durability, affordability, flexibility, and smart connectivity that simply doesn't exist elsewhere in the market," said Keith Keller, VP of HVAC Sales at NAVAC. "These tools are designed to work how techs actually work today - delivering instant diagnostics in the field and fitting seamlessly into mobile workflows that are rapidly becoming the norm."



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

U.S. shipments of central air conditioners and air-source heat pumps totaled 840,769 units in June 2025, changed -22.2 percent compared to 1,080,817 units shipped in June 2024. U.S. shipments of air conditioners changed -26.3 percent, to 477,270 units, compared to 647,901 units shipped in June 2024. U.S. shipments of air-source heat pumps changed -16.0 percent, to 363,499 units, compared to 432,916 shipped in June 2024.

Year-to-date combined shipments of central air conditioners and air-source heat pumps changed -3.0 percent, to 4,577,141, compared to 4,716,531 units shipped during the same period in 2024. Year-to-date shipments of central air conditioners changed -8.1 percent, to 2,500,254 units, compared to 2,719,361 units shipped during the same period in 2024. The year-to-date total for heat pump shipments changed +4.0 percent, to 2,076,887, compared to 1,997,170 units shipped during the same period in 2024.

2025 Top 40 Under 40: Victoria Garcia Massimo

By Hannah Belloli, an editor at The ACHR NEWS

Victoria Garcia Massimo's HVAC journey has deep familial roots inspired by her grandfather's small refrigeration company. It was also inspired by her father, who owns a mechanical contracting enterprise in Venezuela, where she's originally from.

"I was born into the industry. ... Growing up around job sites, tools, and system designs gave me an early appreciation for the trade and a deep-rooted passion for HVAC," Garcia Massimo said.

After earning a degree in product engineering, she moved to the U.S. and settled in Florida —drawn by the state's vibrant HVAC market, and looking for better professional opportunities.

At just 26, she founded her own mechanical contracting business — becoming a licensed mechanical contractor in Florida when she passed the notoriously

difficult exam the first time around. "[That] was one of the toughest challenges I've faced — and passing that exam on my first try remains one of my proudest accomplishments," Garcia Massimo said.

She started the business with only \$5,000 in capital and grew it into a \$1.5 million company within three years, serving high-profile clients like Tesla and Publix. She later served as general operational manager at Global Supply System (which served as the Airzone rep in the U.S.), where she helped elevate awareness and adoption of energy-efficient VRF zoning systems across the region. Her efforts included building out a robust dealer and integrator network across the U.S. and Canada, establishing key channel partnerships, and helping adapt Airzone products for compliance with ASHRAE 15 and California's Title 24.



Since then, she's served as ASHRAE Miami Chapter President during the pandemic. In 2021, she was entrusted with the task of launching and establishing Airzone North America from the ground up, which she said, "was an incredible honor and a pivotal milestone in my career." Her role included building and leading a sales team, developing a network of manufacturer reps and distributors nationally, targeting key OEM partnerships, and strategically positioning the company within the growing home automation and smart home market — objectives that are all still continually successfully achieved while gaining traction across multiple platforms.

"My career goal in the HVAC industry is to become a driving force for the adoption of innovative technologies that reflect my personal commitment to sustainability, energy efficiency, and responsible electrification," Garcia Massimo said. "I am especially passionate about bridging HVAC with adjacent industries like smart home, security, and automation — areas where HVAC has traditionally been overlooked but has immense potential to add value."

She's also a strong advocate for gender diversity in the trades and is committed to mentoring the next generation of female leaders.

"I want to be part of a new wave of leadership that actively recruits, mentors, and empowers young women to join and thrive in this still male-dominated industry," Garcia Massimo said.



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Message from FRACCA President Paul Stehle



As the current President of the FRACCA Board, I am very excited to be celebrating 25 years as an association, please take the time to consider attending the conference or being a sponsor at the conference.

FRACCA 2026 25th Anniversary Conference Exhibitor & Sponsorship Opportunities - April 9 – 12, 2026 Rosen Centre Hotel

FRACCA has always been the conference for serious contractors, but this year we're amping up the fun! Bring your team and your family for more social events than ever and we're a short walk/ride to the parks themselves.

Conference Highlights

This year's program features an exciting lineup of keynote presentations, panel discussions, interactive exhibits, and networking receptions. Attendees will explore pressing challenges, emerging trends, and groundbreaking solutions in the HVAC Industry. In addition, we are pleased to announce special events such as the 25th Anniversary Dinner Celebration and After Party, also an amazing Expo Floor providing additional visibility for our sponsors.

About the FRACCA 2026 – Educational Conference Celebrating 25 Years!

FRACCA is bringing you the ability to take your business to the next level with the premier annual education and networking event for HVACR contractors!

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- Learn practical solutions you can implement immediately
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- Prepare for emerging technologies and generational transitions
- Enhance your leadership skills and inspire your team

Why Exhibit or Sponsor the FRACCA 2026 Educational Conference?

By partnering with us as a sponsor, your organization will gain unparalleled visibility and access to an engaged audience. Your support will not only demonstrate your commitment to advancing the HVAC Industry but will also position your brand as a leader and innovator within the community. Here are some of the exclusive benefits available to our sponsors:

- **Brand Exposure:** Your logo and branding will be prominently featured on all conference materials, including our website, program guides, signage, and digital communications.
- **Networking Opportunities:** Connect with industry leaders, experts, and fellow sponsors during dedicated networking sessions and exclusive events.
- **Speaking Opportunities:** Selected sponsorship levels include the chance to address our audience, share your insights, and highlight your organization's achievements.
- **Product Showcases:** Exhibit your latest products and services in our exhibition area and engage directly with potential clients and partners.
- **Community Impact:** Support professional development and contribute to the advancement of knowledge and best practices in the field.

Exhibitor & Sponsorship Packages

We offer a variety of sponsorship opportunities to suit your organization's goals and budget. Each level is designed to maximize your return on investment and provide meaningful opportunities for engagement. We are also happy to work with you to create a customized package that aligns perfectly with your organization's vision.

Please see the list of sponsorship opportunities on the website, www.fracca.org

We look forward to welcoming you as an Attendee or an Exhibitor and/or Sponsor at the FRACCA 2026 Conference and working together to make this event an unforgettable experience for all.

We deeply appreciate your consideration of this sponsorship opportunity. Your partnership will help shape the future of the HVAC Industry and create lasting impact for all attendees. We are eager to collaborate with you and answer any further questions you may have.

2026 Conference Team / 2026conference@gmail.com / Erica Mattis, Executive Director / Paula Huband, Conference Advisor / ph: 407-676-0031.

Is It Really a Heat Pump? Challenging the Norms Around Heat Pump Water Heaters



For decades, the term “heat pump” has carried a very specific meaning in the HVAC world. Technicians, engineers, and educators alike have used it to describe systems that both

heat and cool a space using a reversible refrigeration cycle—a system that typically includes a reversing valve to switch the direction of refrigerant flow. This concept has been rock-solid in our trade vocabulary. But then came the “heat pump water heater” (HPWH).

Over the last couple of decades, HPWHs have become a hot topic (pun intended) in both residential and commercial applications. They're efficient, they're smart, and they definitely align with our industry's move toward electrification and energy savings. But let's pause for a second and ask the uncomfortable question: Is a heat pump water heater actually a heat pump by traditional HVAC definitions?

No Reversing Valve? No Problem? Unlike your standard HVAC heat pump, a heat pump water heater does not reverse its cycle. It does not cool in one season and heat another. It pulls heat from the surrounding air and moves it into water. No seasonal switcheroo. No reversing valve.

So, is it fair—or even accurate—to call it a heat pump? Well, let's break down the term itself. Heat. Pump. Literally.

At its core, a “heat pump” is just a machine that moves heat from one place to another. That's it. That is what the refrigeration cycle is all about. We are not creating heat—just transferring it. If we get literal, every refrigeration system is a heat pump. Your refrigerator? A heat pump. Your ice machine? A heat pump. Your car's A/C? You guessed it—heat pump!

So maybe we've just gotten used to using the term “heat pump” in a way that's too narrow. Maybe we have boxed it into the idea of dual-function HVAC systems, and that's caused some confusion when the term gets applied to water heating.

Redefining the Term — Or Rethinking the Marketing? From a thermodynamic standpoint, heat pump water heaters are doing exactly what the name says: pumping heat. They pull thermal energy from the air and transfer it to the water in the tank. So yes, they deserve the title.

But in the field—especially for technicians trained on split systems and mini-splits—the term “heat pump” often triggers assumptions: reversing valves, mode switching, and refrigerant routing. And that's where the confusion kicks in.

The term “heat pump” has evolved, and maybe it's time our understanding does too. So... What Should We Call Them?

Do we start calling heat pump water heaters something else? “Hybrid Water Heaters”? “Non-reversing heat pumps”? (Yikes.) Or do we expand our definition of “heat pump” and start teaching it with broader context?

As new technologies emerge and efficiency becomes king, the boundaries between HVAC, refrigeration, and water heating continue to blur. It is up to us as educators, techs, and content creators to keep the conversation sharp—and accurate.

Let's challenge the status quo. Let's teach the term “heat pump” for what it truly is: a system that moves heat. Whether it's space heating, cooling, water heating, or refrigeration—it's all the same dance. Just different partners.

Clifton Beck - Director of Digital Media
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HVAC School
For Techs by Techs

Learn About I've Done It This Way for 20 Years – And That's the Problem



Bryan Orr

Every trade has its favorite phrases. One of the most common in HVAC goes something like: "I've been doing it this way for 20 years and never had a problem."

When you hear that—or when you catch yourself saying it—it's worth stopping to think. Usually, what that sentence really means is:

"I've been doing it this way for 20 years and never had a problem... for me."

The hidden truth is that a lot of shortcuts don't come back to bite the installer or service tech. They come back to bite the customer—sometimes immediately, but more often years down the line. The customer pays the higher utility bill. The customer lives with reduced comfort. The customer's system dies years earlier than it should.

Let's walk through a few examples where "it's fine" really means "it's fine until the customer pays for it."

Flowing Nitrogen While Brazing - Back in the mineral oil days, a lot of techs got away with brazing without flowing nitrogen. The inside of the tubing would oxidize, sure, but mineral oil didn't react much with the copper oxide. The scale stayed stuck to the pipe walls and didn't cause big headaches.

POE and PVE oils are a whole different animal. POE, especially, is hygroscopic; it absorbs moisture and is more chemically active. It not only breaks down when exposed to water (hydrolysis), but it also acts like a detergent for copper oxide, scrubbing it off the pipe walls and carrying it straight into filter-driers, strainers, expansion valves, and tiny oil ports. That oxide may take days or weeks to fully clog something, but once it does, the customer is stuck with restrictions, loss of capacity, and often premature compressor failure.

The only real defense is to keep the oxide from forming in the first place by purging with nitrogen during brazing. Skipping it doesn't save much time. It just delays the problem long enough for someone else to deal with it.

Moisture In the System - Moisture control used to be more forgiving. With mineral oil, a little water didn't set off a chain reaction. But with POE, even small amounts lead to acid formation. Those acids leach copper from tubing and windings, and that copper often plates out where it shouldn't—inside bearings and on valve surfaces.

This isn't an overnight failure. It's a slow decay of the system's internals. Over the years, the wear and tear add up to locked rotor, damaged windings, and reduced efficiency and capacity. The tech who "saved time" by pulling a shallow or incomplete vacuum nev-

er sees the failure; the customer just gets an expensive replacement bill years earlier than they should have.

Skipping a Proper Vacuum - In the past, refrigerant was inexpensive, EPA rules didn't exist, and many technicians simply "purged" lines with refrigerant instead of pulling a true vacuum. That bad habit carried over for some people, but today it's a different world.

Now that we're dealing with A2L refrigerants, the presence of oxygen in the system adds another layer of risk. Combustibility aside, oxygen in the refrigerant loop can cause chemical breakdown of both oil and refrigerant, leading to restrictions, efficiency loss, and shorter compressor life. A proper triple evacuation and a decay test aren't just "best practice" anymore—they're required to give the system a fighting chance at a full lifespan.

Airflow Setup - A system will still blow cold or hot air with airflow that's too high or too low. But wrong airflow quietly robs performance and comfort over the life of the system. Too high, you lose latent capacity in summer or cause drafts in winter—the system can't dehumidify well, which shows up on muggy days or during shoulder seasons. Too low, you risk coil freeze-ups, high compression ratios, and overheating compressors and tripping limits.

The worst part? The customer often doesn't even know airflow was the problem. They just assume "this is how air conditioning works" and live with high humidity, poor comfort, or high power bills for 10+ years.

Control Staging - Multi-stage equipment is great—when it's set up right. But if the staging controls are wrong, the system may never move into high stage, or it may stay in high stage constantly. Either way, it's wasting capacity or efficiency.

This is one of those mistakes that can plague the equipment for its entire life. If the customer doesn't complain, it never gets caught. They just have a system that runs worse than it could for as long as they own it.

Combustion Analysis - A furnace can run for years, producing dangerous levels of carbon monoxide without any immediate issue, until something changes with the venting or pressure conditions in the space. Then that CO can spill into the living area.

Even when safety isn't the issue, combustion that isn't tuned correctly wastes fuel. That's extra money out of the customer's pocket every heating season. Skipping combustion analysis isn't harmless just because no one has gotten sick (that you have heard about).

Charging Shortcuts - Charging by "good enough" instead of weighing in and using superheat/subcool methods can quietly damage a system. A compressor running hot from a low charge or flooded from an overcharge may keep going for years, but it's running harder and hotter than it should, wearing itself out from day one.

Worse yet, things like dumping liquid refrigerant into the suction during startup can wash out lubrication in those critical first moments. The compressor may survive, but the damage is baked in for the rest of its shortened life.

Disconnecting or Failing to Install Crankcase Heaters - A crankcase heater isn't there for decoration. It prevents refrigerant from migrating into the compressor during the off cycle. If you disconnect it, the oil can foam on startup, causing a momentary loss of lubrication. One incident isn't usually fatal, but repeated cycles like that shorten the compressor's life. The customer pays for the replacement years sooner.

Other "It Still Works" Habits - There's a long list of these slow-burn mistakes: undersized conductors that run hot for years, uninsulated horizontal drains in humid climates that foster biofilm growth, duct systems with high static pressure that require the blower to draw higher current, condensing units installed with inadequate maintenance clearance, and more.

Each of these can work "fine" in the sense that the system turns on and blows either cold or hot air. But "fine" just means the customer is paying the price in hidden ways: higher bills, more frequent repairs, or shorter equipment life. The right way is the right way, even if no one ever knows you did it. -Bryan

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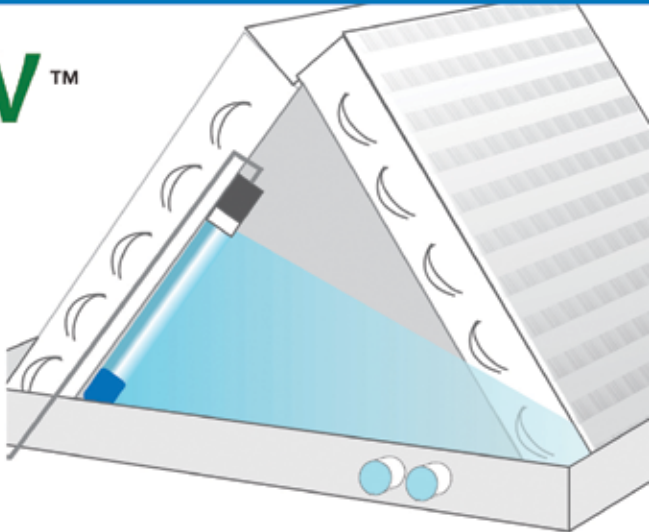
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Performance Pointers

By James Ball



Profit from Service - Part 2

Technician Training and Sales Skills

In the residential HVAC service market, your technicians are your most valuable — and most under used — sales team. They're the ones face-to-face with the customer. They see the system. They hear the complaints. They're in the best position to identify opportunities and offer solutions. But too often, they've never been trained how to take advantage of these situations.

If you want to grow a profitable service department, you must develop techs who not only diagnose and repair but also **communicate and recommend**.

Technicians Drive Profit: Every service call is a moment of truth. The tech's ability to build trust and clearly explain the issue directly impacts whether the customer chooses a basic repair, an upgraded solution, or anything at all.

But here's the key: sales shouldn't feel like sales. Your goal is not to turn techs into high-pressure closers. It's to turn them into **trusted advisors**.

That starts with training. Techs should be taught:

- How to listen for comfort complaints
- How to explain findings in simple terms
- How to present multiple repair or improvement options
- How to tie recommendations to benefits (comfort, safety, savings)

They should also understand your pricing, warranty policies, and what makes your company different.

Offer Solutions, Not Just Repairs: Many techs are trained to "get in, get out, and get on to the next call." That mindset leaves money — and customer satisfaction — on the table.

Train your team to **evaluate the entire system**, not just failed components. A failed capacitor might be a quick fix, but it's also a chance to talk about:

- An aging system nearing end-of-life
- Poor airflow or duct leakage
- Lack of surge protection

- Dirty coils or filtration issues
- IAQ opportunities (UV, media filters, dehumidifiers).

When done respectfully, these conversations help the customer make informed choices and often lead to **higher ticket repairs or system upgrades** — all while genuinely solving problems.

Measure and Reward Performance: Once your techs are trained, you must track their results and give feedback. Some companies shy away from performance-based metrics, thinking it encourages hard selling, but that's not the goal. You're rewarding education, communication, and value-driven results.

Some technician KPIs to track include:

- Maintenance agreement conversions
- Average ticket
- Customer satisfaction scores
- Option presentation rate (did they present more than one solution?)

Recognize the techs who consistently do it right. Small spiffs, public shoutouts, or leaderboard tracking can go a long way toward building the kind of culture where everyone's moving toward the same goal: **great service and smart profitability**.

Operational Efficiency

You can price right, train your techs well, and even grow your maintenance base, but if your operations are sloppy, profits will still slip through the cracks. **Operational efficiency** is where the rubber meets the road. It's not flashy, but it's the difference between breaking even and building a business that provides consistent profit.

Every wasted trip, lost part, or scheduling mishap has a cost. Multiply that across a fleet of service trucks, and you're looking at thousands of dollars in hidden losses each month.

Schedule Smarter, Not Just More: Most dispatchers aim to keep techs "busy." But being busy and being **profitable** are not the same thing. Over-

booking your field teams leads to rushed calls, missed upsell opportunities, and callbacks. Underbooking wastes payroll.

Here's where operational tuning matters:

- **Limit techs to four quality calls per day**, not six or seven rushed ones
- **Use routing software** to minimize drive time and fuel costs
- **Build buffer time** between calls for paperwork and option presentation
- **Pre-screen calls** to ensure the right tech with the right parts goes out

Remember, the goal isn't maximum calls — it's maximum **gross margin per truck**.

Control Inventory and Parts Flow: Nothing kills efficiency faster than a tech driving across town for a \$12 part. Or opening a van door to find they're missing what they need for the job.

You can solve this with:

- **Standardized truck stock** based on your most common repairs
- **Daily restock checklists** tied to each truck
- **Parts runners or supply drop-offs** for same-day needs
- **Barcoding or tracking systems** if your volume supports it

Techs should be focused on solving problems — not playing delivery driver.

Eliminate Redundant Processes and Paper Chasing: The back office matters, too. Many companies lose hours a day to double entry, lost invoices, and unclear communication between the field and office. Look where your team spends time, and ask, "Does this help us serve the customer or make money?"

Consider the following:

- Integrate service software for scheduling, dispatch, invoicing, and CRM
- Use digital forms and flat rate pricing books (tablets or cloud-based tools)

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S&P USA Ventilation Systems Honors Employee Jim Webster's 50 Years in the Fan and Ventilation Business



Jim Webster

While most people receive a retirement gift and call it a career after 50 years, Webster has no immediate retirement plans, because solving ventilation challenges for customers is his passion. Webster's design talent and innovation has literally saved S&P USA cus-

Jacksonville, FL— Fifty years of service in the HVAC business is a lifetime for some people, but for Jim Webster, he's just getting started. S&P USA Ventilation Systems LLC (S&P USA), Jacksonville, FL, recently honored Webster in his 50th year in the ventilation industry.

tomers tens of millions of dollars in capital equipment costs and energy savings over the decades. "I wouldn't have done this for 50 years if I didn't enjoy coming to work every day," said Webster, who's currently the company's national commercial accounts manager. Technically, all 50 years were with S&P USA or Jacksonville fan manufacturers eventually acquired by the manufacturer/distributor of air movement products. Straight out of high school Webster joined axial fan manufacturer Stanley Fans as a welder and later advanced to plant manager for 12 years. Then, Webster assumed job descriptions of national sales manager, v.p. manufacturing, director of customer service and other positions for Breidert Air Products after Stanley acquired it in 1991. Breidert specialized in spun centrifugal upblast and downblast fans, centrifugal inline

fans and other products when S&P USA acquired it in 2004. Webster later became the national sales manager for both S&P USA's JenCo Food Service Division and its Commercial Products Division. Essentially, Webster has worked in the same Jacksonville building 46 of his 50 years. Webster has also given back to the ventilation business through volunteerism and membership in the performance certification group, Air Movement & Control Association-International (AMCA) and trade organization North American Association of Food Equipment Manufacturers (NAFEM) and their local chapters. "I first knew of Jim Webster when I was a rep selling S&P USA fans in Texas," said Jeff Ledsinger, a 33-year HVAC veteran who became S&P USA's national sales manager in 2024. "Back then, he was considered

the Fan Wizard behind the curtain—sharing his wisdom with the lucky few. After working closely with Jim I've come to truly appreciate the depth of his expertise, knowledge of commercial fans, the HVAC market, competitors, and key customer relationships.

After wearing many hats for over 50 years, the 69-year-old currently handles over 200 nationwide accounts of plan/spec and design/build customers as well as private brand/labeling clients. The only job title that doesn't appear on Webster's resume is "engineer," but it's his talent for engineering and designing customer fan solutions that continues feeding his passion for ventilation.

For example, Webster and his team's design ingenuity saved a supermarket chain customer more than \$1 million in the 1990's amid OSHA-mandated aisle ventilation compliances in many warehouses. In one 500,000-s.f., 500-truck dock warehouse the chain's engineering department proposed high velocity low speed (HVLS) fans, an emerging ventilation technology trend in the late 1990's. Instead, Webster's significantly less expensive design repurposed S&P USA's 48-inch, 1-hp. wall mount axial fans to supply 2 mph air down each 100-foot-long aisle. Each fan was factory-strapped onto its own dedicated pallet. Installation required only minutes after a forklift raised each pallet and easily connected the fan to ceiling joists. Once the suspension chains were installed, fans were ready to ventilate its dedicated aisle in compliance with OSHA.

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Why Substituting R-410A for R-454B Is a Bad Idea

This summer, HARDI has been warning contractors and technicians not to substitute R-410A for R-454B in systems designed for the newer refrigerant. A recent Reddit post has provided first-hand field evidence of why this matters.

In their post, the Reddit user explained how they retrocharged a rooftop unit, originally built for R-454B, with R-410A due to supply shortages. While the unit powered on and ran, the building wasn't cooling. The data supplied by the user's Fieldpiece gauge explained why the system wasn't cooling and how R-410A was damaging the equipment.

The technician posted a screenshot showing suction pressure at 178 psig and an indoor coil temperature of 82 °F. On the high side, the liquid pressure was 364 psig, with the outdoor coil reading 95 °F.

In a unit designed for R-454B, which operates at slightly lower pressures, seeing such a large pressure/temperature mismatch should be alarming. The refrigerant/equipment discrepancy is the root of the problem.

Refrigerants are engineered to operate within specific pressure and temperature ranges. R-410A operates at higher pressures than R-454B, and when used in a system not designed for it, the components are pushed beyond their limits.

The evaporator coil, which should be significantly colder than the indoor air temperature in order to absorb heat from the air, instead becomes too warm. In this case, the evaporator coil was in the low 60s, about 20 degrees warmer than it should have been. Meanwhile, the condensing side of the unit struggles to reject heat efficiently. The system is circulating refrigerant, but the space doesn't get cooler since it is not transferring heat properly.

It's understandable why some technicians might consider using R-410A when R-454B isn't available. Both refrigerants, when operating properly, run at similar pressures, and the system may seem to operate normally at first.

But the thermodynamic differences between them are significant. The elevated pressures and mismatched metering in a system designed for a different refrigerant led to poor performance, higher energy costs, and long-term damage to the equipment. What seems like a quick fix can become a headache that can be expensive to remedy.

Running R-410A in an R-454B system stresses the compressor, coils, valves, and piping. These parts aren't rated for the higher pressures, which can lead to premature wear, reduced efficiency, and even sudden failure. The expansion valve, calibrated for R-454B, restricts flow and starves the evaporator, preventing the unit from properly cooling and causing increased wear on the components.

Despite the system appearing to run, it delivers little to no cooling and consumes more energy in the process. Over time, this mismatch increases the risk of leaks and ruptures, posing safety concerns for both technicians and building occupants.

R-410A should never be used as a substitute for R-454B. Even if the system powers on, it won't cool properly and will likely suffer premature failure.

The Reddit post offers a real-world example of what HARDI has been warning about all season: refrigerant mismatches compromise performance, damage equipment, and create safety risks. Technicians should always use the correct refrigerant and follow manufacturer specifications to ensure reliable, efficient cooling.

Don Gillis is HARDI's HVACR Technical Trainer, bringing more than 30 years of hands-on industry experience to the role. His career spans service technician, business owner, territory manager, and national training leader, with recent roles at Emerson and The Chemours Company delivering technical education across North America.

Book a consultation or meeting with Don to explore training solutions that equip your team with the knowledge and skills their counter personnel need.

Malco Tools Releases New Line of Duct Board Cutting Tools

ANNANDALE, MINN. (Aug. 13, 2025) — Malco Tools, one of the nation's leading solution developers and manufacturers of high-quality tools for the HVACR and building construction trades, has announced its new line of Duct Board Cutting Tools.

Designed for HVAC professionals doing fiber glass duct board fabrication, these tools are easy to handle, intuitive to use, and built to deliver fast and simple v-groove and clean edge cuts while maintaining the top-quality results professionals rely on to do the job right.

Malco's Duct Board Tools are available in V-Cut and Cut-Off models with 1", 1.5" and 2" blades. These upgraded tools offer high grade heat-treated stainless-steel blades, which are corrosion-resistant and have superior edge retention. Additionally, the heavy-duty steel sled frame features a thicker base for prolonged durability. Replacement blades are also available.

"The Malco team specifically designs our all tools to make the trade pro's job more efficient," said Rebecca Talbot, vice president of marketing at The Malco Group. "These Duct Board Tools are a fantastic addition to our offerings for HVAC technicians who work with duct board day in and day out." Visit Malco's website to learn more about the Duct Board Cutting Tool line.

Malco Tools, Inc., based in Annandale, Minnesota, is one of the nation's leading solution developers and manufacturers of a variety of high-quality specialty hand tools for the HVAC and building construction trades. Backed by 75 years of history, these specialized tools are built to last, rigorously tested and backed by a limited lifetime warranty.

Malco Tools is part of The Malco Group -- a leading manufacturer and distributor of high-quality HVACR and building construction products that power the success of trade pro end users. For more information, visit the Malco Tools website.



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SFACCA August Program Meeting Annual Inspectors Panel in Broward

The SFACCA August Program Meeting featured the Annual Inspectors Panel. The meeting was held on August 6th at 5:30 p.m. at Funky Buddha in Broward.

This always popular annual forum was designed to encourage dialogue between city and county inspectors and contractors, regarding areas of mutual concern and interest. This was a great opportunity

to get first-hand information and updates on new and current regulations. The meeting started with discussions on the permitting process, including virtual inspections. Another topic was getting approvals on mixed matched systems. Communication with your inspector is necessary, especially when you do not have enough room to install new larger equipment.

The Next SFACCA meeting to be held at Funky

Buddha on September 10th at 5:30pm. Guest speaker is Delroy Aiken from the Broward County Resilient Environment Department – Building Code/CLE to lead an important conversation on the rise of illegal HVAC installations in our community.

Don't forget to save the date for the Miami Dade SFACCA Inspector Panel Meeting on October 1st at 5:30pm at Tank Brewery in Miami.



Michael D'Ottavio, Zach Linde, Maryanne Lopez, Christian Bhim, Juliana Oliveira, Jacques Leotaud, Kristina Poakeart, Val Eguizabal of Gemaire Distributors



Julie Blake, Belton Magal, and Terri Jackson of One Hour Air Conditioning



Ulysses Perez, Inspector, Ft Lauderdale, Bob Volin of Design Concepts, Jeremy Williams AJMB Engineering, Gonzalo Azpurua of Johnstone Supply Ware Group



Brandon Schinabeck and Nick Johnson of Ferguson HVAC



Everyone enjoyed the tasty small bites prepared by Funky Buddha!



Dan Stegman of Ameritech Air Conditioning, Tony Palacios, Inspector, City of Tamarac, and Naraine Secharan of Hillsborough HVAC



The Saez Distributors Team: Javier Palacios, Jaime Bernat, Andy Saez, Carlos Borja, Luis Chinnea, and Daniel Molinares



There was a excellent turnout the SFACCA Inspectors Panel meetings in Broward



John Mertins of York- Factory Direct with Andres Ponce of AMP Strategic



Tony Ferrara of Ferrara's AC was the mediator and the panel was Fred Stoeger of Coral Springs, Rolando Soto of Ft Lauderdale, and Tony Palacios of Tamarac



Gregg D' Attile and son Chris D' Attile of Art Plumbing, AC & Electric



Tony Palacios, Inspector for City of Tamarac spoke about getting approvals on equipment match ups not listed in AHRI



Volph Lafortune of Marcone, Ben Stegman, Inspector, of City of Tamarac, and Rob Klein of Marcone



Oleg Minaev of Fuse Service, Steve Price and Connor Maguire of Coastal Mechanical, Viviana Maguire of Daikin Comfort



Josh Mansfield of Dura Plas with Scott Behanna of McLaughlin - Behanna Associates



Daryl Wolder of McLaughlin - Behanna Associates, with Doug Lindstrom and Travis Davis of Lindstrom Air Conditioning



Rolando Soto, Chief Inspector for Broward answered the question about stopping unlicensed activity in South Florida



Howard Pearl of Pride AC, Tony Ferrara of Ferrara's Air, Ed Lawton of Enterprise Leasing, Nayiry and Joe Yenikomshian and of Joe & Joe Air Conditioning



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Performance Pointers

By James Ball
(continued from page B3)

- Automate routine follow-ups like appointment confirmations and maintenance reminders
- Revisit workflows regularly to tighten up where things get stuck.

Profitability is about **flow**—information flow, material flow, and job flow. Clean it up, and everything gets easier.

Reputation and Repeat Business

You can't buy customer loyalty. You have to earn it. HVAC Hall of Fame recipient Ron Smith always said that you should 'Get and Keep Customers.' As a service business it is your job to take care of your customers. Every process in your business must be about that. Treat each customer like a trusted friend or family. This care will shine through and will build your reputation. In residential HVAC, your reputation is your brand. Customers don't remember your equipment efficiency ratings or coil specifications — they remember how you made them feel: Did you show up on time? Did you listen? Did you solve the problem and treat their home with respect?

Long-term profit doesn't come from one-off repairs. It comes from building repeat business, and that starts with how you show up — both in person and online.

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.

Nominations Open for The Malco Group's 2025 Counterperson of the Year Contest



ANNANDALE, MINN. (Aug. 4, 2025) — The Malco Group, a leading manufacturer and distributor of professional-grade HVACR and building

construction products in the Americas, today announced that nominations are now open for its Counterperson of the Year Contest.

The contest recognizes and celebrates exceptional counter staff members at its U.S. wholesale distribution locations who demonstrate the same values that make The Malco Group outstanding: delivering excellent customer service to ensure builders, HVACR technicians and other trade professionals have The Malco Group tools and solutions they need to get the job done.

It is easy to nominate outstanding counter staff online at <http://www.malcotools.com/counterperson-of-the-year>. One nationwide winner will receive a \$500 gift card, and all qualifying nominees will receive a Malco hat.

All entries must be received by Friday, September 26, 2025, and the winner will be announced in November. Please note, this contest is only open to nominees in the United States. For more information, follow The Malco Group on LinkedIn. The Malco Group is a leading manufacturer and distributor of high-quality HVACR and building construction products.

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Aspen Manufacturing Introduces New Versa Pro™ Convertible Technology Coils and Air Handler Systems



Houston, TX, August 12, 2025—Aspen Manufacturing announces the immediate availability of the new Versa Pro™ convertible coils and air handler systems. Aspen's Versa Pro technology systems can be converted to use either R-32 or R-454B refrigerant. The dual refrigerant capability delivers unprecedented flexibility for both new and retrofit installations. Aspen is a wholly owned subsidiary of RectorSeal.

Versa Pro systems can be factory- or field-convertible to use either R-32 or R-454B refrigerant coupled with a proper metering device and a Refrigerant Detection System (RDS), providing outstanding installation flexibility.

The introduction of Aspen's Versa Pro technology marks a significant advancement in HVAC/R capabilities, offering versatility and adaptability to HVAC distributors and contractors. With a focus on compatibility and ease of installation, Versa Pro systems aim to streamline the transition to next-generation refrigerants without sacrificing reliability or energy efficiency.

Designed with both performance and sustainability in mind, the Versa Pro systems feature robust construction. With ETL certification and full compatibility with both R-32 and R-454B refrigerants, the Versa Pro technology provides peace of mind regarding safety and compliance.

"When HVAC contractors ask for Aspen, they expect industry-leading technology coupled with ease of installation," said Jason Makowski, Vice President of Product Management at Aspen. "Contractors can now confidently select coils and air handler systems that meet current standards, regardless of their preferred A2L refrigerant."

Aspen Manufacturing, located in Humble, Texas, has been a leading producer of evaporator coils and air handlers for the HVAC/R market since 1975. The company offers high-quality solutions for residential, multi-family, and light commercial applications under the Aspen, Aspen Pro, and AirMark brands. Please visit www.rectorseal.com for additional details, and follow us on LinkedIn, Facebook, YouTube, Instagram, and X for the latest product enhancements and news.

Daikin Sponsors HVAC Excellence National HVACR Education Conference



Daikin Comfort Technologies, the world's largest manufacturer of HVACR equipment, is sponsoring the National HVACR Education Conference, reaffirming its commitment to supporting the educators, trainers, and professionals who shape the future of the industry.

As HVACR undergoes rapid transformation, driven by advanced technologies, regulatory changes, and the rising demand for energy-efficient solutions, the role of educators and trainers has never been more critical. By sponsoring the conference, Daikin is helping attendees stay current, expand their knowledge, and prepare others for careers in a marketplace that is changing faster than ever before.

Jeff Bledsoe of Daikin stated, "As a world leader in HVAC equipment that is constantly innovating and improving, we feel a responsibility to ensure the educational industry stays abreast of the technology we are providing. We are honored to team up with HVACR Excellence and ESCO to provide updates on the technology changes, and regulatory issues as well. The industry is constantly evolving, teaching curriculums need to as well. We are here for you to help improve your students the opportunity to succeed. We look forward to working with you to build the pipeline of future technicians who can stand out and be successful in their careers."

The National HVACR Education Conference will take place March 22–25, 2026, in Las Vegas, NV. HVACR educators, trainers, and professionals who want to stay ahead of industry changes and better prepare their students are encouraged to attend. Register today at escogroup.org.

Carrier Enables 2-Week Delivery for R-454B Refrigerant Orders with No Quantity or Bundling Limitations

INDIANAPOLIS, IN – August 22, 2025 – Carrier has announced that it is now fulfilling R-454B refrigerant orders within two weeks from time of order, offering unmatched speed and flexibility to its customers across the HVAC industry. Carrier is a part of Carrier Global Corporation (NYSE: CARR), global leader in intelligent climate and energy solutions.

This capability is the result of strategic efforts to secure refrigerant, cylinders, and down packing capacity. Customers can place orders with no minimum quantity, no maximum quantity*, and no bundling requirements with other refrigerants—ensuring full control over inventory planning and responsiveness.

“We’re committed to putting our customers first and taking innovative approaches to help ensure they get the products they need, when they need them,” said Kim Autry, Director of Strategy, Replacement Components at Carrier. “Delivering R-454B with speed and flexibility is just one example of how we’re making that happen.”

These enhancements reflect Carrier’s ongoing dedication to delivering reliable, timely, and cost-stable solutions to its customers during a critical industry transition. For more information about Carrier solutions, visit <https://www.carrier.com/residential/en/us/>.

Fujitsu General America Launches Industry Podcast

Fujitsu General America is excited to announce the launch of its industry-facing podcast, Decoding HVAC, a new bi-weekly series from Fujitsu AIRSTAGE that helps professionals and curious listeners navigate the evolving world of heating and cooling solutions.

Tailored for industry professionals and anyone looking to better understand high-efficiency heat pump technology, Decoding HVAC episodes break down complex concepts into clear, practical conversations that can be applied in the field.

Fujitsu General America’s Matt Coley, Director of Residential Sales, North, and Darin Barnes, Director of Residential Sales, South, host the podcast, with new episodes dropping every other Friday.

Coley has over 26 years of experience in the HVAC industry, with a strong background in sales leadership, business development, and strategic distribution growth. At Fujitsu, he leads efforts to expand market share and strengthen relationships with distribution partners in the northern U.S.

Barnes brings more than two decades of direct sales experience to the podcast. He has led high-performing teams across the HVAC and plumbing space. He focuses on driving growth, developing new partnerships, and supporting existing distribution in his region. The podcast is produced by Holly Miller, Fujitsu General America Social Media and Communications Specialist. The Decoding HVAC Podcast can be found on YouTube (https://youtube.com/playlist?list=PL-uzLIsUtCJ3A9VqFct3CtRar0zAkhK09&si=CzObQ_WvN7FQwUJp) and Spotify(<https://creators.spotify.com/pod/profile/decoding-hvac-podcast/>).

Continental Industries Appoints HVAC RepCo for GRD and AirJet B-vent Product Lines

Continental Industries has appointed HVAC RepCo to represent the Continental GRD and AirJet B-vent product lines in Alabama, Arkansas, Colorado, Florida, Louisiana, Mississippi, New Mexico, Oklahoma, Tennessee, and Texas.

“We are excited about the opportunity to now represent the industry leading made-in-the USA grilles, registers, diffusers, chimney and B-vent products from Continental Industries,” says Tom McCrory, president of HVAC RepCo.

Distributors already appreciate the quality of Continental’s American-made products, and I am confident they will appreciate the high-level of support they will receive from the HVAC RepCo team.”

“We are looking forward to the opportunity to work with HVAC RepCo,” says Continental’s VP of Sales, Doug Gaugler. “Their positive attitude is contagious. They have a great deal of experience with GRD and B-vent products, and already have the confidence of Continental customers in their coverage area.”

HVAC RepCo has Territory Managers strategically located to provide comprehensive coverage in the states of AL, AR, CO, FL, GA, LA, MS, MO, NC, NM, OK, SC, TN & TX. For more information visit www.hvacrepco.com

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This is what the Lord says to me with his strong hand upon me, warning me not to follow the way of this people:

“Do not call conspiracy everything this people calls a conspiracy; do not fear what they fear, and do not dread it.

Isaiah 8:11-12 NIV

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