

TODAY'S A/C

& REFRIGERATION NEWS

Serving the Southeast Region

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



Refricenter Celebrates 55 Years of Growth, Service and People (see page 22-23)



SFACCA Hosts Tequila Tasting Social at Le Meridian in Dania Beach (see page 18)



PBACCA Hosts Fire and Ice Chili Challenge at Carlin Park in Jupiter (see page 16)



SFACCA 2026 Annual Golf Tournament at Plantation Preserves Golf Club (see page B6-B7)



Tropic Supply Hosts FloXtreme® + Spectrolite® Demo Days in September (see page B4)

Sellers Just Flooded the Market. Buyers Didn't. What That Means for Fall Demand



Jeff Schlichenmeyer
Publisher

Redfin's Balance of Power dashboard estimates how many homebuyers and how many home sellers are active in the U.S. housing market each month. The buyer side is what makes it useful to us. Redfin builds that estimate from the typical time between a shopper's first tour and closing. Existing home sales tell you what already closed. This tells you what is lined up to close.

In August there were an estimated 58% more sellers than buyers, up from 52% in July and the widest gap in Redfin's records going back to 2013. Redfin counts a gap wider than 10% in either direction as a buyer's or seller's market; anything inside that band is balanced.

The mechanics behind that record aren't what the past few months would have suggested. Buyers came in at 972,300 in August, up 0.1% from July's record low. Sellers jumped to 1,534,918, up 3.9%, the biggest monthly increase in Redfin's records and the most sellers in the market since the start of 2020. The record gap is a listings story this month, not a further collapse in demand.

Redfin's read on the surge is that current conditions are pushing longtime holdouts off the sidelines: sellers who spent years waiting for rates to fall, and owners with enough equity to negotiate and still walk

away with a gain. Rates gave them little reason to keep waiting. Freddie Mac's 30-year fixed averaged 6.67% in August, up from 6.54% in July, and rose again to 6.71% in the first week of September.

Why this matters heading into the fall... Home sales pull HVAC work along with them. An inspection flags a 20-year-old furnace. A new owner replaces a system that had been limping along. None of that work happens on a house that never goes under contract.

What changed in August is that the closings turned. The National Association of Realtors' (NAR) August existing-home sales, released this week, fell 2.0% from July and 1.2% from a year ago to a seasonally adjusted annual rate of 3.98 million — the first reading below 4 million since June 2025, and the third consecutive monthly decline. As recently as July, closings were still running 0.7% ahead of last year.

Both datasets agree on the supply side despite measuring it differently. Redfin counts active listings; NAR counts unsold inventory against the sales pace, and put total inventory at 1.62 million units, up 5.9% year over year and the highest since November 2019. Months' supply hit 4.9, which the Chief Economist of NAR called the highest in more than ten years.

Where it is worst... Of the 49 metros Redfin analyzed in August, 36 were buyer's markets, and in eight of them sellers outnumbered buyers by at least two to one, led by Nashville at 139%, Miami at 138% and Houston at 131%. All ten of the strongest buyer's markets are in the Sun Belt, four of them in Texas. Redfin credits the homebuilding pipelines in those markets, which keep adding inventory while demand cools.

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DiversiTech® Acquires DITEK, A Leading Provider of Critical Products

DULUTH, GA – DiversiTech® Corporation, a leading manufacturer and supplier of installation, repair, and maintenance parts and supplies for the HVAC industry, today announced its acquisition of DITEK, an industry leader in surge protection design and U.S. manufacturing. Together, the combined organization becomes a leading U.S. based manufacturer of critical products serving the Electrical, Fire & Life Safety, Networking, HVAC, and Security markets. Both companies are recognized leaders in their respective product categories, and the acquisition creates opportunities to leverage their combined scale, expertise, and capabilities.

DITEK brings long-standing leadership in surge protection, deep technical expertise, differentiated product design, and strong manufacturing capabilities that complement DiversiTech's established HVAC/R portfolio. Through DiversiTech's expanded service, support, and distribution network, contractors, wholesalers, technicians, and service professionals will have broader access to proven protection solutions as systems become more sophisticated, connected, and costly to replace, creating new opportunities to serve customers across a broader range of applications.

"Joining forces with DiversiTech creates an exciting opportunity to build on

DITEK's legacy of innovation, quality, and customer commitment," said Wendy Gattis, Chief Executive Officer of DITEK. "Our team remains focused on delivering the surge protection solutions and technical support our customers rely on, while benefiting from DiversiTech's scale and resources, to accelerate growth and expand our reach."

"DiversiTech has built its reputation by helping HVAC customers simplify installation, repair, and maintenance with dependable products, broad availability, and practical solutions," said Andy Bergdoll, Chief Executive Officer of DiversiTech. "DITEK brings outstanding surge protection design and manufacturing capabilities, along with a customer-centric approach and technical expertise that have made it a leader in its industry. We are excited to support DITEK as it continues to maintain the service, quality, and innovation its customers value while expanding the ways we can serve the HVAC/R market and Electrical, Fire & Life Safety, Networking, and Security markets together."

DITEK will continue to uphold the customer-focused culture, high-quality products, responsive support, and technical expertise that have earned the company a strong reputation with contractors, technicians, integrators, engineers, and end users. DiversiTech is committed to supporting DITEK's ongoing growth while preserving the approach that has made the brand a trusted leader in surge protection.

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October's Top Deals

ProPicks



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Items To Cart

1



REME HALO® Whole Home In-Duct Air Purifier

RGF®

L83-034
MFG.# REME-H-T

2



REME HALO® Zero Whole Home In-Duct Air Purifier

RGF®

L83-033
Mfg.# ZERO-H4-AC-T

3



Covergrip Safety Drop Cloth

Supco®

W80-090
Mfg. #CGC3.5X12

4



Kneeling Pad

CLC
WORK GEAR

W89-883
Mfg. #302

5



Black Nitrile Disposable Non-Powdered Gloves - L

CLC
WORK GEAR

W69-513
Mfg. # 2337L

6



Black Nitrile Disposable Non-Powdered Gloves - XL

CLC
WORK GEAR

W69-514
Mfg. #2337X

Valid Oct. 1 - 31, 2026 at participating Johnstone Supply locations.

Financially Fit Business - Revenue Generation

Ruth King's Contractors Cents



HVAC Channel.tv

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

Reach her at ruthking@hvacchannel.tv.

A financially fit business understands how revenue is generated and maximizes it. So, how DO you generate revenue? It's not just service, project, replacement, etc. These are the results of how you generate revenue.

It's billable hours. Your revenue production is based on how efficient your field labor is. If you pay your field team members for 8 hours a day, can you bill a customer for those 8 hours? If not, how many hours are actually billable?

Your KPI's for a financially fit business:

- Service: at least 80% productive (32+ hours a week billable)
- Maintenance: at least 85% productive (34+ hours a week billable)
- Projects/replacements: at least 90% productive (36+ hours a week billable)

Vacation weeks and holidays will obviously lower the billable hour percentage for that week.

However, if you are paying for 8 hours and only billing for 4 hours, then half their time is unproductive. If it is training, meetings, or something else that can help them do their jobs better, that's fine.

If it is wandering around in the warehouse, spending time at a parts house, stopping at the gas station and getting food, drinks, etc., stopping at the donut shop on the way to a job, etc., you've wasted the ability to generate revenue for that time.

Your field labor hours are perishable! If you don't use all 8 hours today, you can't save the unused hours and use them tomorrow. They are gone. Tomorrow you start fresh with another 8 hours.

Most of you keep your field personnel out of the supply houses. Here's a reminder why you should do this:

Assume:

- Travel to the supply house: 30 minutes
- Check out new tools/pick up parts/equip-

ment/load into truck: 1 hour
• Travel to the job: 30 minutes
A total of 2 hours of unbillable time per person. Your billable percentage just went down to 75%. How much did this really cost you?

Assume:

- Labor cost per person: \$30 an hour
- Overhead cost per person: \$40 an hour
- Net profit per hour that you lost per person: \$75 an hour

This two-hour trip to the supply house cost you \$145 an hour or \$290 per person. If a two-person crew went to the supply house, the crew cost you \$580 for that trip. Put your company numbers into the equation. It might be even more than \$580 for that trip. A financially fit business maximizes billable hours.

Next Topic: The Cost of Clutter

One of last week's stories was about a messy office and messy trucks sending a message of unprofessionalism. Some of you thought, "Not a big deal." It is a big deal. How much does that really cost? Here's the answer:

First the desks:

There are three people in the office. Each with messy desks. If it takes 5 extra minutes to find the paperwork needed to complete a task and there are a minimum of 5 different tasks each day, that is an extra 25 minutes per person per day of nonproductive time.

For the three people in the office that is 75 minutes a day of unproductive time. If each person earns \$20 an hour (most are higher), that is \$25 a day, \$125 a week, and \$6,500 a year that you are paying for totally unproductive time that could have been prevented.

Second, the service trucks:

Some of this cost cannot be estimated because

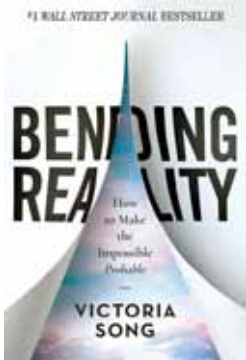
I don't have a mathematical formula to estimate the damage to the company when the customer sees a messy truck and thinks her job will be messy too? Messy trucks to a customer means messy work and probably no referrals.

Let's assume that it takes an extra 7 minutes to find a part or tool that the service technician needs to complete a job. The technician performs 4 calls a day – that's an extra 28 minutes of nonproductive work. I'm going to round it to 30 minutes.

In a week, the technician could be performing an extra service call with a clean truck. If your average service ticket is \$400, that is an additional \$20,800 in revenue.

These messy time killers are the equivalent to the Chinese torture, "Death by 1,000 Cuts" – it's the little continuous things that can kill you – in this case decrease productivity and profitability. Clutter costs a lot!

Books/Audios that Could Help Your Business and You



Bending Reality takes most of the self-help advice and distills it into two things: either you're living in contraction or you're living in expansion. You won't be the same person if you read, finish, and implement the actions described in this book.

Order on Amazon:

<https://amzn.to/3RPnmMC>

This is my Amazon affiliate link. I get a small commission. You do not pay extra for the book.

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Improves air flow by elevating the stand.

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1" or 2"

SEVERAL SIZES & STYLES AVAILABLE

METAL

RETURN AIR STAND BUNDLE

1" or 2"

SEVERAL SIZES & STYLES AVAILABLE

EASY TO STOCK

EVERYTHING ARRIVES TOGETHER

FASTER INSTALLS

REDUCE SOURCING HASSLES

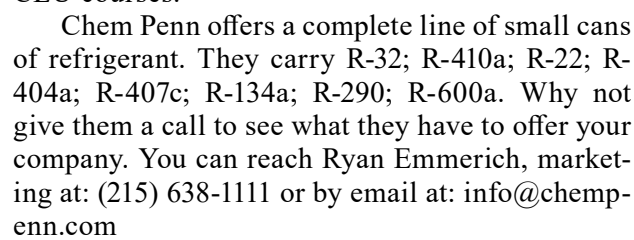
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THE METAL SHOP

www.metalshop.org

Article by Bruce Heberle, Eastern US Regional Business Director for Chem Penn Refrigerants



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JOIN GLASFLOSS, RUUD AND TROPIC SUPPLY IN SUPPORTING BREAST CANCER AWARENESS MONTH!

This year, Tropic Supply proudly donates a total of \$6,000 to support the American Cancer Society's **Making Strides Against Breast Cancer**. Join us in raising awareness and making a difference by participating in our **Chilling in Pink** Breast Cancer Awareness campaign.

SIMPLE WAYS TO SUPPORT

1 Purchase any **two cases** of Glasfloss filters on a single invoice to receive a **FREE**, limited-edition **"Chilling in Pink"** t-shirt while supplies last.



LIMITED EDITION T-SHIRT

In support of:



2 ENTER TO WIN!

Submit the form and you're entered into the raffle for a chance to win **1 of 3 Ultimate Chill Packs!**



ULTIMATE CHILL PACKS 3 WINNERS!

PURCHASE. SCAN. ENTER TO WIN!

PURCHASE

Purchase any two cases of Glasfloss filters on a single invoice.

SCAN

Scan this QR code to access the official entry form.

SNAP

Upload a photo of your invoice.

ENTER TO WIN

Complete and submit the form for your chance to win an Ultimate Chill Pack!

BONUS (optional!)

BONUS ENTRY!

Wear your **"Chilling in Pink"** t-shirt, snap a photo and email it to marketing@tropicsupply.com for **ONE EXTRA RAFFLE ENTRY!**

Raffle entry period ends **October 30, 2026**. Winners will be announced on **November 6, 2026**.

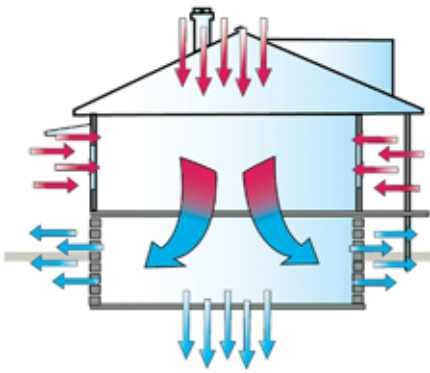
Call or visit your local Tropic Supply Resource Center today!

Cape Coral (T-11):	(239) 989.0088	Miami N. / Export (T-1):	(305) 652.7717	St. Petersburg (T-23):	(727) 373.4003
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Jacksonville (T-18):	(904) 332.0990	Sarasota (T-14):	(941) 378.0910		

By submitting your photo(s) featuring the "Chilling in Pink" t-shirt to Tropic Supply, you consent to Tropic Supply sharing them on the company's official social media channels.



Heat Doesn't Rise



We've all heard some version of the phrase "heat rises," but is that really true?

First, we need to remember that heat is energy, not matter. Heat is a force, not a thing. While heat may result in changes to matter (stuff), it isn't matter itself. When we add heat to stuff, the molecules inside move faster, and when you remove heat, molecules move more slowly. So no, heat cannot rise because heat isn't a thing. Hot air, on the other hand, does rise in colder air. When we heat the air in a balloon, it will rise and float in the colder air around it, but why does this happen?

Density - It all comes down to density and buoyancy, and we see it all the time in water. When something is less dense than water, it will float upward, and when it is denser than water, it will sink. Even water changes in density with changes in temperature, and it will sink or float depending on the difference in density between one mass of water and another.

Colder air is denser (more lbs per sq ft) than warmer air. Therefore, colder air "sinks" in warm-

er air, and warmer air "floats" in colder air due to buoyancy, just as a hot air balloon floats in the air or a rubber duck floats in a bathtub.

When you add sensible heat to the air, the molecules in the air begin to move more quickly, and they start to separate, making warmer air less dense when the molecules are free to move. When you remove sensible heat from the air, the molecules slow down, and the air becomes denser. But that isn't the force at play in air and heat movement.

Equilibrium - We ALSO know that heat tends towards equilibrium, or "hot goes to cold." When a cold air mass hits a warm air mass and mixes with it, the heat from the warmer air will start to enter the colder air, creating an equilibrium. (That's also covered in the second law of thermodynamics.)

Then, we see that pressures also tend towards equilibrium, or "high pressure goes to low pressure," which also impacts air movement. Both "hot goes to cold" and "high pressure goes to low pressure" are two of the four basic energy rules of HVAC/R.

Because air is relatively free to move in a building, you will observe all of these forces at play at once, with some of the dominant forces being stack effect in the winter and reverse stack effect in the summer.

When you increase the air temperature in a space through a heater, the density of that warmer air leaving the register will be lower than the colder air around it. This will result in the warmer air "floating" in colder air and colder air "sinking" below the warmer air.

As that warmer air continues to rise, it will naturally create a lower pressure near the floor.

That differential will tend to draw in cold air from outside through any gaps lower in the home. This phenomenon is what we often refer to as the "stack effect."

Stack Effect - When the air is cooled in the summer, the cooler air will sink among the warmer air, creating a lower pressure near the ceiling that will tend to bring in heat from gaps higher in the structure, such as can lights. Again, there are many factors that impact the movement of air in a space, and the stack effect is only one of them and is based on buoyancy.

For example, imagine a roaring open fireplace on the first floor of an old, leaky home. As that fireplace heats the air, air begins to rush up the chimney. That creates a low-pressure area in front of the chimney, and air from all over the home pulls into that area to fill the void (high pressure goes to low pressure). At the same time, the fireplace is heating the room it is in (mostly through radiant heat), and the heated air starts to float in the colder air. In the meantime, the entire house is going under negative pressure compared to the outdoors, and cold air is being drawn in from gaps and cracks all over the home.

In other words, air is tumbling and mixing all over, attempting to balance the forces of pressure, temperature, and buoyancy due to the simultaneous increase in room temperature and a decrease in room pressure caused by the open fireplace.

All that said, heat doesn't rise; hot air floats in colder air, cold air sinks in warmer air, and there are many other forces at play.

—Bryan

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REFRIGERATION, AIR CONDITIONING & VENTILATION SUPPLIER

YORK® Residential and Light Commercial Website Migrates to Bosch Home Comfort Group Network

Dallas, August 26, 2026 – Bosch Home Comfort Group has migrated its YORK® Residential and Light Commercial products in North America website to YORK.Bosch-HCGroup.com. This marks another important milestone in the transition of the acquired business to Bosch Home Comfort Group.

While the web address has changed, the transition is designed to be seamless with little to no disruption to the online experience. The new domain includes the same YORK® Residential and Light Commercial product information, literature, videos and contact resources previously available through YORK.com.

Customers, contractors and partners are encouraged to begin using and bookmarking YORK.Bosch-

HCGroup.com and update any saved links, shortcuts and other materials that reference the previous YORK.com pages.

In August 2025, Bosch completed the acquisition of the global residential and light commercial HVAC business of Johnson Controls, which includes the Johnson Controls-Hitachi Air Conditioning joint venture. The largest acquisition in Bosch history, the transaction significantly expanded Bosch Home Comfort Group's presence in the Americas and Asia Pacific. Bosch Home Comfort Group will continue to operate as a house of brands, building on strong global names including Bosch, Hitachi and YORK®, among others.



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WE DID THE MATH SO YOU DON'T HAVE TO.

- 300 cfm x 60 min = 18,000 ft³/hour
- 18,000 ft³/hour ÷ 8 to 9 ft ceilings = 2,200 sq. ft.
- For a ~2,200 sq. ft. home = 1 home's worth of air/hour

See how it adds up

Sellers Just Flooded the Market. Buyers Didn't. What That Means for Fall Demand (continued from cover story)

Ohio sat much closer to balance, with Columbus at 50%, Cincinnati at 35% and Cleveland at 9% — Cleveland has crossed back into balanced territory. Only five metros were seller's markets: Nassau County, NY, Newark, Montgomery County, PA, Milwaukee and San Francisco. Prices across those five rose 5.5% year over year, against 1.6% across the buyer's markets.

The metro picture also fragmented. The gap widened in 22 of the 36 buyer's markets and narrowed in 14, where in July it had widened almost everywhere. Orlando moved the most, from 100% to 122%, followed by Seattle and Las Vegas. Miami went the other way, from 149% to 138%, along with West Palm Beach and Fort Worth. The census regions are cleaner: the South widened from 83% to 91% and the West from 66% to 70%, while the Midwest held flat at 19%. Sun Belt branches are still reading a very different signal than the Great Lakes or the New York suburbs — but Florida is no longer moving as one market.

What does this mean for your business?

Housing isn't the whole story for replacement demand, and the manufacturers don't agree with each other on where residential is heading. Trane raised its 2026 residential revenue outlook to mid-single-digit growth, citing first-half strength and normalized channel inventories, and Carrier pointed to improving residential and light commercial markets in the Americas. Watsco's domestic residential HVAC equipment sales rose 5% on 2% unit volume growth. Lennox went the other way, cutting full-year adjusted EPS guidance to \$23-\$24 and pushing the meaningful residential recovery into 2027. Read that one carefully, though: Home Comfort Solutions unit volumes fell 12%, but the decline was concentrated in one-step residential new construction the company chose to walk away from, and two-step volumes were roughly flat.

One piece of this cuts in distributors' favor. Redfin's economists are telling sellers to get homes prepped and telling buyers to negotiate for repair concessions, and we'd expect some of that to show up as service and smaller-ticket work rather than changeouts. We wouldn't expect it to make up for the closings.

One thing to watch in next month's release: the buyer count, not the gap. The gap can widen on listings alone, as it did in August, and that's a different signal than buyers walking away.

Article by Joey James, who is a Senior Research Analyst on HARDI's Market Intelligence team. He has over a decade of experience delivering data-driven insights across the public, private, and nonprofit sectors.

FRACCA at Sea 2027 Cruise



Join your fellow Contractors from the State of Florida for a Fun Cruise on the Jewel of the Seas by Royal Caribbean International Cruise Lines.

Departing Tampa on Thursday, February 18th 2027 for a 4-night trip going to Caribbean - Western (Caribbean) Visiting: Tampa, Cozumel

Invite your teams, families, friends and spend time building relationships with other Air Conditioning Contractors in a relaxed atmosphere. 2 CEU Credits will be available as well!

This Cruise only includes taxes, fees, and pre-paid gratuities. Please reach out to add WI-FI or drink packages. For those of you that are foodies; I also recommend considering purchasing a meal package for 3 nights in their specialty dining room.

In Loving Memory of Oscar L. Calleja

Oscar L. Calleja passed away peacefully on August 25, 2026, at the age of 78, surrounded by his loving family.

Born in Havana, Cuba, in 1948 to Oscar Lopez-Calleja and Anita Lloret, Oscar attended Colegio de La Salle until his family immigrated to Miami in 1960. He later attended St. Peter & Paul School, Shenandoah Junior High, and graduated from Coral Gables High School in 1966. In 1972, he earned a degree in Mechanical Engineering from the University of Miami and went on to build a distinguished 50-year career in the HVAC industry.

As the owner of LCI Air Conditioning, he earned the respect of colleagues throughout South Florida, serving as President of the South Florida Chapter of the Air Conditioning Contractors of America and later contributing his expertise as a member of the Florida Building Commission.

In 1968, Oscar met the love of his life, Iraida Diaz-Salinero. They married in 1972 and shared a marriage defined by love, devotion, and partnership. Together they built a beautiful family and raised two daughters, whom he adored beyond measure.

Oscar’s greatest accomplishment was not his career or achievements, but the love and stability he provided as a husband and father. His family always knew they could count on his wisdom, strength, and unwavering support. Through every joy and challenge, his devotion to Iraida and his daughters remained the foundation of his life.

Oscar was a lifelong learner and a voracious reader. Reading was his favorite pastime, and his interests spanned history, politics, religion, and current events. He could just as easily be found immersed in a Tom Clancy novel as he could be studying a historical biography or debating the issues of the day. His knowledge, curiosity, and thoughtful perspective enriched every conversation.



Oscar L. Calleja

Sports were Oscar’s other great passion. A lifelong University of Miami Hurricanes fan, he was a dedicated season ticket holder for decades, creating treasured memories by taking his family to games at the Orange Bowl and, in later years, at Hard Rock Stadium. Fall Saturdays were often spent cheering on the Canes, a tradition he proudly passed down to his children and grandchildren. His love for Miami sports extended beyond college football. He was also a devoted fan of the Miami Dolphins, Miami Heat, and Miami Marlins, following his hometown teams with unwavering loyalty through both victories and disappointments.

While often quiet and reserved, those who truly knew Oscar were lucky enough to experience his wonderful sense of humor. He possessed a quick wit, loved a good joke, and had an uncanny ability to make people laugh. No one told an Álvarez Guedes joke better than Oscar, and his storytelling and humor became a cherished part of family gatherings and celebrations.

Above all, Oscar was devoted to his family. Despite the illnesses and hardships, he and Iraida faced over the past 25 years, his determination, strength, and unwavering devotion to his wife remained his greatest priority.

Oscar is survived by his beloved wife, Iraida (“Iraidita”); his daughters, Alexis (Rob) and Ana-Mari (Alex); his cherished grandchildren, Adrian, Ava, Olivia, and Ali; his sister, Annie; numerous nephews, a niece, cousins, and dear friends. He was preceded in death by his beloved grandson, Dean.

Dad, you grounded us with your values, your wisdom, your laughter, and your love. We find comfort knowing that God has welcomed you into His heavenly kingdom. Your legacy lives on in the family you cherished and the lives you touched. You will be loved, missed, and remembered forever.



NAVAC Mega Sale at Refricenter

The NAVAC Mega Sale Weeks promotion follows a Buy This / Get These Free format. Customers who purchase selected NAVAC products will receive additional NAVAC tools or accessories FREE, depending on the featured product. The offers include vacuum pumps, recovery equipment, digital manifolds, and tubing tools, with free items such as micron gauges, valve core removal tools, refrigerant hoses, scales, and other accessories.

NAVAC Counter Days at Refricenter:

- Monday 19:** Tamiami 13500 SW 131st Street, Miami 33186
- Tuesday 20:** South 8884 SW 129th Street, Miami 33176
- Wednesday 21:** Refri-Air 7145 SW 8th Street, Miami 33144
- Thursday 22:** Hialeah 3599 NW 54th Street, Miami 33142
- Friday 23:** West 7360 NW 58 Street, Miami 33166
- Monday 26:** West Palm Beach 1685 Florida Mango Road North, West Palm Beach 33409
- Tuesday 27:** North 3520 SW 20th Street, Pembroke Park 33023
- Wednesday 28:** Broward 2601-A Gateway Drive, Pompano Beach 33069
- Thursday 29:** Port St. Lucie 460 NW Enterprise Dr, Suite 101, Port St. Lucie 34986
- Friday 30:** Orlando 2705 Eunice Avenue, Orlando 32808

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Performance Pointers

By James Ball



The Hidden Cost of Poor Communication

How many times has a customer called your office and asked, “When is my technician going to get here?” The dispatcher knows the technician is running behind. The technician knows he’s running behind. The customer is the only person who doesn’t know. From our perspective, there may be a perfectly good reason for the delay. The previous call took longer than expected. The technician is dealing with an emergency. A repair turned into something more complicated than anticipated. But the customer doesn’t know any of that. That’s where communication becomes important.

Poor communication doesn’t always show up as a line item on the financial statement. Instead, it shows up as frustrated customers, additional calls to the office, negative reviews, lost referrals, and customers who don’t call you the next time they need HVAC service.

Customers Have Schedules Too

One thing we sometimes forget is that our customers have schedules of their own. When we tell a customer that a technician will arrive sometime between 10:00 and noon, that customer may have to rearrange their workday to be home. They may be taking time away from work, working remotely, or trying to schedule the appointment around meetings and other responsibilities. If the technician is running behind and nobody tells the customer, we may be asking them to sit and wait without knowing when we’ll arrive.

I learned this lesson in my own business. Before we created a policy for keeping customers informed, we would occasionally get calls from frustrated customers saying, “You told me your technician would be here between 10 and noon. It’s 11 o’clock and we haven’t heard a thing.” The technician might have a perfectly good reason for being late. But that doesn’t change the fact that the customer was sitting there waiting.

At first, we tried to make a list of all the reasons we should update a customer. We wanted to iden-

tify every situation that should trigger a phone call. Eventually, we realized we were making it more complicated than it needed to be. We simplified it to one basic rule:

As soon as we know, our customer knows.

If we knew the technician was going to miss the appointment window, we called the customer. If we knew a part was delayed, we called. If we knew the schedule changed, we communicated the change. It didn’t always make the problem go away. The technician was still going to be late. The part was still going to be delayed. But the customer had information. And that gave them the ability to make decisions about their own schedule. We didn’t have to promise that everything would always go according to plan. We simply had to make sure the customer wasn’t the last person to know when the plan changed. *Respecting customer’s time starts with keeping them informed.*

Customer Experience Starts Before the Technician Arrives

Customer service isn’t just what happens when the technician walks through the front door. It starts when the customer first calls your company. Did they get a clear appointment time? Did someone explain what they should expect? Were they notified when the technician was on the way? These things may seem minor to us, but they aren’t minor to the customer.

A 2025 **FIELDBOSS** survey of 1,000 U.S. homeowners who hired an HVAC professional within the previous year found that 13% identified late arrivals as their biggest frustration, 12.6% cited difficulty getting an appointment, and 6.8% cited a lack of communication or updates. Those numbers are a reminder that communication isn’t an extra service we provide. It is part of the service.

Silence Creates Its Own Story

When we don’t communicate with customers, they tend to fill in the blanks themselves. If the technician is late, the customer may think, “They

don’t care about my time.” If nobody calls about a delayed part, they may think, “They forgot about me.”

If the technician doesn’t explain why a repair is necessary, the customer may think, “Are they just trying to sell me something?” Your company may know the real reason for each situation, but customers don’t. And when they don’t have information, they create their own explanation. That’s one of the hidden costs of poor communication.

Communication is Everyone’s Responsibility

It’s easy to think of communication as the responsibility of the office staff, but it isn’t. It’s everyone’s responsibility. The dispatcher needs to communicate with the customer when schedules change. The technician needs to explain what they found and what needs to happen next. The comfort advisor needs to clearly explain the options. The installer needs to communicate when a project doesn’t go exactly as planned. And the owner or manager needs to make sure the entire team understands what good communication looks like. Sometimes good communication is nothing more than making one additional phone call.

“We’re running about 30 minutes behind, but we’re still coming. I wanted to let you know so you aren’t sitting here wondering where we are.” That simple call can change the customer’s entire perception of the situation.

Build Communication Into Your Routine

The solution doesn’t have to be complicated. Set some simple expectations for your team:

- If you know you’re going to miss the appointment window, contact the customer.
- If a part is delayed, contact the customer.
- If the job is going to take longer than expected, explain why.
- If the customer has a question, respond.
- If you don’t know the answer, tell them you’ll find out and then follow up.

go to page B8

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LUNCH & LEARN / DEMO DAY



Best Practices for Brazing & Leak-Free Systems Lunch & Learn

Tuesday, Oct. 6	11am - 12pm	T-15	East Tampa
Wednesday, Oct. 7	11am - 12pm	T-23	St. Petersburg
Tuesday, Oct. 20	11am - 12pm	T-18	Jacksonville
Tuesday, Oct. 20	11am - 12pm	T-10	Naples
Wednesday, Oct. 21	11am - 12pm	T-8	Fort Myers
Wednesday, Oct. 21	11am - 12pm	T-19	Daytona Beach
Thursday, Oct. 22	11am - 12pm	T-11	Cape Coral

FREE EVENT - Limited Seating - Registration Required!



Best Practices for Brazing & Leak-Free Systems Demo Day

Thursday, Oct. 8	10am - 12pm	T-16	West Tampa
Tuesday, Oct. 13	10am - 12pm	T-14	Sarasota
Wednesday, Oct. 14	10am - 12pm	T-12	Port Charlotte

FREE EVENT - NO Registration Required

REFRIGERATION TECH.:

- Better Installs** – Discover how Viper® WetRag® Heatshield, WetRag® Reusable Heat Blocking Putty, and Heat Blocking Gel help protect sensitive HVAC components during brazing, making coil repairs safer and more efficient while reducing callbacks, improving system reliability, and increasing profitability.

WESTERN:

- Better Installs** – Master the Cut Test using the VBKIT-01 HVAC EZ™ Braze Outfit Kit while learning safety protocols and best practices for gas flame tools, including oxyacetylene and acetylene torches, to improve installation quality, efficiency, and safety.

LUNCH & LEARN / TRAINING DAY



Mars Azure ECM Motor Lunch &

Tuesday, Oct. 13	12pm - 2pm	T-23	St. Petersburg
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FREE EVENT - Limited Seating - Registration Required



Mars Azure ECM Motor Training

Wednesday, Oct. 14	8am - 10am	T-15	East Tampa
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FREE EVENT - Limited Seating - Registration Required

- Better Installs** – Learn best practices for installing and replacing motors using solutions that simplify setup, reduce callbacks and help ensure consistent performance on every job.
- Better Diagnosis & Repairs** – Discover how Azure ECM motors reduce truck stock, speed up troubleshooting, and allow technicians to complete repairs faster by replacing multiple types with fewer SKUs.

DEMO DAY

SAMSUNG

Why Samsung? Discover Better Mini-Split Options for Today's HVAC Pro

FREE EVENT - NO Registration Required

- Rediscover Smarter Solutions for Your Customers** – Explore mini-split options that give you more choices to confidently sell for your next job.
- Explore Better Installs** – Discover Samsung mini-split features, installation and commissioning best practices designed to help reduce callbacks.
- Discover Better Diagnosis & Repairs** – Build Samsung product knowledge and gain practical diagnostic insights to help support more successful repairs.

TROPIC SUPPLY LOCATIONS:

T-11 Cape Coral	785 NE 19th Pl, Cape Coral, FL 33909	239-989-0088	T-10 Naples	4325 Domestic Ave, Naples, FL 34109
T-19 Daytona Beach	475-D Fentress Blvd, Daytona Beach, FL 32114	386-258-8337	T-22 Ocala	3420 SW 7th Street, Suite 202, Ocala, FL 32137
T-9 Delray Beach	1203 Poinsettia Dr, Delray Beach, FL 33444	561-279-2710	T-17 Orlando	4528 36th St, Orlando, FL 32811
T-2 N. Ft. Lauderdale	4321 NE 12th Terrace, Oakland Park, FL 33334	954-565-4803	T-12 Port Charlotte	20100 Veterans Blvd, Port Charlotte, FL 34101
T-4 S. Ft. Lauderdale	3200 SE 6th Ave, Ft Lauderdale, FL 33316	954-522-2874	T-14 Sarasota	7533 Claxstrauss Dr, Sarasota, FL 34231
T-8 Fort Myers	6450 Arc Way, Fort Myers, FL 33912	239-278-1117	T-23 St. Petersburg	12395 S. Belcher Road, Suite 300, St. Petersburg, FL 33731
T-6 Fort Pierce	903 South Market Ave, Fort Pierce, FL 34982	772-465-4707	T-20 Sunrise	1001 Sawgrass Corporate Park, Sunrise, FL 33065
T-18 Jacksonville	6631 Executive Park Ct. N Ste 101, Jacksonville, FL 32216	904-332-0990	T-21 Tallahassee	111-2 Hamilton Park Drive, Tallahassee, FL 32304
T-1 North Miami	151 NE 179 Street, Miami, FL 33162	305-652-7717	T-15 East Tampa	5120 East Adamo Dr Suite A, Tampa, FL 33610
T-3 South Miami	10776A SW 190 St, Miami, FL 33157	305-255-0438	T-16 West Tampa	7735 Anderson Rd, Tampa, FL 33634
T-7 Mid Miami	3770 NW 21st St, Miami, FL 33142	305-638-9673	T-5 West Palm Beach	1880 Old Okeechobee Rd, West Palm Beach, FL 33411



Rebound is a **contractor enablement campaign** focused on achieving the following four key objectives:

- 1
BETTER
INSTALLS
- 2
BETTER MAINTENANCE
& PROFITABLE END-USER
VALUE UPSELLS
- 3
BETTER
DIAGNOSIS & REPAIRS
- 4
BETTER PROPOSAL
SELLING & FINANCING

DAY

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DEMO DAY / TRAINING DAY

FRIEDRICH

BREEZE™

THE UNIVERSAL HEAT PUMP

Discover the Friedrich®
Breeze™ Select System
Demo Day

Tuesday, Oct. 6

9am - 1pm

T-22 Ocala

Wednesday, Oct. 7

9am - 1pm

T-19 Daytona Beach

Thursday, Oct 8

9am - 1pm

T-17 Orlando

FREE EVENT - NO Registration Required

FRIEDRICH

BREEZE™

THE UNIVERSAL HEAT PUMP

Discover the Friedrich®
Breeze™ Select System
Training Day

Tuesday, Oct. 27

8am - 10am

Fairfield Inn & Suites
Daytona Beach

Wednesday, Oct. 28

8am - 10am

Hampton Inn-Jacksonville

Thursday, Oct. 29

8am - 10am

Lively Technical College
Tallahassee

FREE EVENT - Limited Seating - Registration Required!

- Better Installs** – Discover installation, startup, and system setup best practices that help improve efficiency, maximize performance, reduce callbacks, and deliver long-term reliability.

LUNCH & LEARN / DEMO DAY

RegalRexnord

Regal Rexnord ECM Motor
Solutions Lunch & Learn

Tuesday, Oct. 6

11:30am - 1pm

T-1 North Miami

FREE EVENT - Limited Seating - Registration Required!

RegalRexnord

Regal Rexnord ECM Motor
Solutions Demo Day

Wednesday, Oct. 7

11:30am - 1pm

T-2 N. Fort Lauderdale

FREE EVENT - NO Registration Required

- Better Installs** – Explore Regal ECM motor features, applications, and installation best practices.
- Better Diagnosis & Repairs** – Troubleshoot smarter and see how stocking five motors can solve up to 98% of field failures.
- Better Maintenance & Profitable Upsells** – Discover the advantages of the new dual-voltage ECM condenser motor and the added value it offers customers.

DEMO DAY

FLOXTREME

AC DRAIN SYSTEM PROTECTION

SPECTROLINE®

Better Installs Start with Better
Protection & Leak Detection

Thursday, Oct. 1

8am - 11am

T-1 North Miami

FREE EVENT - NO Registration Required

FLOXTREME:

- Better & More Profitable Installs** – Increase profits by positioning FloXtreme as a value-added solution with every system sale.
- Better System Reliability** – Learn how FloXtreme helps prevent system downtime by keeping A/C drain lines clear of clogs 24/7.
- Better Maintenance & Profitable Upsells** – Increase profits by positioning FloXtreme as a value-added preventative maintenance solution.

SPECTROLINE:

- Better Installs** – Learn how Spectroline leak detection products help technicians quickly identify refrigerant leaks, making repairs more efficient and accurate.
- Better Maintenance & Profitable Upsells** – Learn how adding Spectroline leak detection to your company’s maintenance program can help technicians identify leaks before they become problematic and avoid future callbacks.

Monday, Oct. 12

8am - 11:30am

T-3 South Miami

Monday, Oct. 12

1pm - 4pm

T-7 Mid Miami

Tuesday, Oct. 13

8am - 12pm

T-1 North Miami

Wednesday, Oct. 14

8am - 11:30am

T-20 Sunrise

Wednesday, Oct. 14

1pm - 4pm

T-2 N. Fort Lauderdale

Thursday, Oct. 15

8am - 11:30am

T-9 Delray Beach

Thursday, Oct. 15

1pm - 4pm

T-5 West Palm Beach

Friday, Oct. 16

8am - 12pm

T-6 Fort Pierce

Monday, Oct. 26

8am - 12pm

T-21 Tallahassee

Tuesday, Oct. 27

8am - 12pm

T-18 Jacksonville

Wednesday, Oct. 28

8am - 12pm

T-19 Daytona Beach

Thursday, Oct. 29

8am - 12pm

T-17 Orlando

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352-512-6980

407-219-3255

941-255-8330

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HARDI Distributors Report 6.7% Revenue Increase in July

COLUMBUS, OH—Heating, Air-conditioning & Refrigeration Distributors International (HARDI) released its monthly TRENDS report, showing sales by HARDI distributors increased by 6.7% during July 2026. The annual sales growth for the 12 months through July 2026 is an increase of 2.7%.

“The 6.7% sales growth during July is the best monthly gain of the year, when comparing growth with the same number of billing days,” said Brian Loftus, Senior Market Analyst at HARDI. “The good report is not telling us much about the market. The strongest regions had the biggest cooling degree day increases, and the weakest regions had big cooling degree day declines.”

HARDI’s monthly distributor sales survey also calculates Days Sales Outstanding or DSO which is a measure of how quickly customers pay their bills. The DSO for July 2026 was less than 37 days and comparable to July 2025. “End market demand has been subdued for more than two years. The steady DSO indicates the market is not deteriorating.”

“The housing market has been depressed, like consumer sentiment which is under pressure from stubborn inflation,” said Loftus. “The market is due for a change. We would have more confidence that signs of improvement could endure if inflation and interest rates would subside.”

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

HARDI is the single voice of wholesale distribution within the North American and Latin American HVACR markets. A non-profit association, HARDI serves its members through government affairs and advocacy efforts, market intelligence and benchmarking, training programs, and world-class events.

Air Squared Wins Business With Venstar’s Thermostat Logo Program



Air Squared Mechanical, a leading Northern California HVAC dealer, has participated in Venstar’s custom logo program for many years. With its logo prominently displayed on the Venstar thermostats it installs, Air Squared has achieved greater brand visibility, resulting in both repeat customers and new business.

CHALLENGE: Earn More Business Through Greater Visibility

As an HVAC contractor covering a large Northern California territory, Air Squared’s growth initiatives included expanding its business through new and existing customers. For greater visibility, Air Squared’s construction manager Gary Walker chose Venstar’s thermostat logo program to create brand recognition for the company.

SOLUTION: Venstar’s Logo Program for Greater Brand Recognition

Walker chose Venstar’s logo program due to the high quality of the logos that are easily visible on the thermostats. Created as full-color, high-quality 3D prints, Air Squared’s logos are prominently visible on the thermostats, serving as professional touchpoints that regularly remind users of the Air Squared brand. In addition, Air Squared always buys thermostats in units of 12 or more, so their full-color logos are always free.

RESULTS: Increased Business, Including a Major Hotel Franchise

Imprinted on Venstar’s Explorer® Mini thermostats, the Air Squared logo has created brand recogni-

tion as well as increased business for the company. According to Walker, having its logo on the thermostats has helped Air Squared gain repeat customers as well as new business, including a major hotel franchise. When a new owner bought a hotel in the franchise, Air Squared was selected as its HVAC contractor solely upon the owner having previously seen the Air Squared logo on the thermostats at the other franchise locations.

Venstar’s thermostat logo program has exceeded Walker’s expectations. Air Squared now has greater visibility for more business, and its existing customers always know who to contact when they need new thermostats or service.

“Having our logo featured on Venstar thermostats has resulted in increased sales, new revenue opportunities, customer loyalty and brand visibility that keeps Air Squared top-of-mind whenever a customer needs HVAC assistance,” Walker said.



For more information on Venstar’s thermostat logo program, visit venstar.com/thermostatlogoprogram/.

Founded in 1992, and based in Southern California, Venstar, LLC. is a leading Thermostat and Energy Management System provider.

With more than 10 million thermostats installed across North America, Venstar is one of the largest thermostat suppliers. Venstar designs and builds innovative comfort controls under the Venstar brand as well as providing OEM products for the most recognizable brands in HVAC. Our leading edge cloud services powered by Skyport provide homeowners, businesses, and school districts with highly secure web and mobile platforms to remotely control our family of award winning connected thermostats and sensors.



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Gainesville (352) 376-3212	Orange City (386) 878-4444	Tallahassee (850) 576-8102
Jacksonville (904) 519-5550	Orange Park (904) 272-7700	Tampa (813) 885-7641
Jacksonville (904) 407-4477	Orlando (407) 296-7727	Tampa (813) 740-8704
Jacksonville (904) 354-6685	Orlando (407) 849-6090	Tampa (813) 217-5913
Jacksonville (904) 998-9478	Palatka (386) 866-7013	Vero Beach (772) 562-7141
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- Optional imprint locations depending on model
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FREE
with minimum purchase of 12 thermostats



VENSTAR®





Palm Beach Air Conditioning
Contractors Association, Inc.

Fire and Ice Chili Challenge at Carlin Park in Jupiter



Attendees were able to sample all the different variations of chili and vote for their favorite personal flavor

The Fire & Ice Chili Challenge was held on Saturday, September 12th, inside a huge Pavilion at Carlin Park in Jupiter. It's the first time in many, many years that PBACCA brought the HVAC families together for a picnic. It was indeed a fun day for PBACCA members, families, and friends in the industry, who came out, to taste a nice variety of chili, along with other eats and treats, play some competitive games and enjoy the afternoon. Sponsors were CMI, Arco Supply, and First Degree AC. Winners were CMI, 1st Degree AC, and Ocean View AC.



Alexa Lee, Director of PBACCA, and Paula Hubbard of FRACCA, welcome members to the Chili Challenge



Dchazo & Jessica Harris of CMI, William Legwen of Ocean View AC, BJ Mueller HVAC Protection+, Tom Carpenter 1st Degree, Rob Mayhew Tropic Supply



Andy Sanchez and Rene Hearra of Pro Tech Protective Coatings



John and Gina Riley retired from Al Packard Ford



Arturo Alba Jr and Debra Alba with Ray Strong and Marta Strong from Arco Supply



Joe Torrelli and Brian Hause of Federated Insurance with Crista Miller and Elisa Azzarelli



Candace Wayne and Travis Scott, Sean Caplan, President PBACCA, Christian Campos and Madeline Vittion



The Service Ticket Chili Award was awarded to Thomas Carpenter of 1st Degree Air Conditioning



The Spiciest Chili Award was awarded to William Legwen of Ocean View Air Conditioning



The Highest Efficiency Chili Award and Best Overall was Dchazo Harris of CMI Air Conditioning

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Rebates are only available to Duke Energy Florida customers.



BUILDING A SMARTER ENERGY FUTURE®

HVACR Coalition Urges USTR to Preserve USMCA Benefits for North American Industry

Columbus, OH – September 2, 2026 - Heating, Air-conditioning & Refrigeration Distributors International (HARDI), Air-Conditioning, Heating, and Refrigeration Institute (AHRI), Air Conditioning Contractors of America (ACCA), and Plumbing-Heating-Cooling Contractors Association (PHCC) sent a joint letter to U.S. Trade Representative Jamieson Greer expressing strong support for the United States-Mexico-Canada Agreement (USMCA) and urging the administration to protect the agreement's benefits for the heating, ventilation, air conditioning, refrigeration and water heating industry.

Together, the associations represent manufacturers, wholesale distributors and the contractors who install, service, distribute, and manufacture essential HVACR and water heating systems throughout the United States. The letter notes that 1.9 million American workers across the industry benefit from the USMCA. The associations argue that the USMCA's predictable trading framework has allowed companies to invest in North American production, build regional supplier relationships, and reliably supply the U.S. market, but that these outcomes are now at risk without continued support from the U.S. Trade Representative (USTR), which is currently negotiating the continuation of the USMCA.

The associations emphasized the larger stakes for the industry and its customers, writing: "Maintaining a strong and predictable USMCA will support continued investment in HVACR manufacturing across North America, support U.S. workers and businesses throughout the supply chain, and ensure that essential heating, cooling, ventilation, and refrigeration equipment remains available when consumers and businesses need it."

The coalition urged USTR to prioritize three policies:

- Provide broad Section 232 relief for HVACR equipment, parts and components that qualify as originating under the USMCA.
- Preserve workable rules of origin that encourage North American production while recognizing the industry's complex manufacturing processes and specialized inputs.
- Maintain USMCA exemptions in future tariff actions to protect the agreement's value and provide certainty for long-term investment and sourcing decisions.

Rapid Locking System Joins PHCC-National Association

HAZELWOOD, MO — [SEPTEMBER 15, 2026] — Rapid Locking System (RLS), the original provider of press-to-connect fittings for high-pressure HVAC/R systems, today announced an elevated partnership with the Plumbing-Heating-Cooling Contractors—National Association (PHCC).

As a PHCC Executive Sponsor and Bronze Sponsor of PHCC CONNECT 2026, RLS will deepen its engagement with plumbing and HVAC/R contractors nationwide, share technical education and product knowledge and support the industry's continued focus on safe, efficient installation practices and workforce development. In addition to the company's partnership with PHCC National, RLS also supports programs and activities offered by 18 state chapters spanning the country.

"RLS has always been focused on equipping HVACR professionals with the tools and support they need to succeed," said Susan Labadie, President, RLS.

"We are proud to join PHCC and reinforce our commitment to the Trades by engaging with its contractor community, contributing technical expertise and supporting the continued advancement in our local communities."

RLS manufactures U.S.-made press fittings designed to help HVAC/R professionals complete installations faster, safer and more reliably. Engineered as a flame-free alternative, RLS press fittings help contractors reduce installation time and keep projects moving efficiently, while helping distributors supply dependable solutions their customers can trust.

"PHCC is excited to build a stronger relationship with Rapid Locking System and identify new ways to serve our contractor members," said PHCC National Association CEO Cindy Sheridan. "The company's engagement with PHCC will help expand opportunities for education, training and workforce development that strengthen the plumbing and HVAC/R trades."

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Fujitsu VRF, and Ductless Systems



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SFACCA Hosts Tequila Tasting Social at Le Meridian in Dania Beach

SFACCA hosted a Tequila Tasting Social, held on September 9th, from 5:30 - 9pm, at Le Meridian in Dania Beach. It was a fun evening of Tequila tasting, tapas, and networking with SFACCA members!

Inspector Night Miami is back on October 7th at The Tank Brewing Co. in Miami. SFACCA's most

popular event of the year, which is your opportunity to meet and ask questions of our panel of city and county inspectors. HVAC – R contractors can get answers to pressing issues as well as network with vendors, and view their newest products. Join us for an interactive discussion. There are so many good business reasons

to join forces with SFACCA. For many contractors, membership means they have a powerful voice for change at the local, state and federal levels. SFACCA is offering their Q4 membership drive. Join now and receive 15 months of membership for the price of 12! Email director.sfaca@gmail.com to join.



There was a nice turnout for the SFACCA Tequila Tasting Social at Le Meridian in Dania Beach



Francisco Ortega of Brinko AC, Andres Ponce of AMP Strategic, Gabriel Diaz of Repairo, and Chad Aiken of Greentree Air Conditioning



Kelly Dexter of Air Quality Control Environmental and SFACCA president with Jeff Campen of Pyke Mechanical and Scott Behanna of AHR Sales



The Tequila Social is all about the experience, flavor, atmosphere, and connection



Mixologist at Le Meridian presenting a Special Brand of Tequila



When someone yells: "shots," the next thing you know, a row of shots, along with salt and a wedge of lime, are lined up for everyone



Mark Zarzeczny of Air Quality Control Environmental with James Williams of Ambic Consulting Group having a good time at the SFACCA Social



Andres Ponce of AMP Strategic said "Two shots. Zero regrets"



Jeff Campen of Pyke Mechanical proposes a toast to the members "Cheers everyone"

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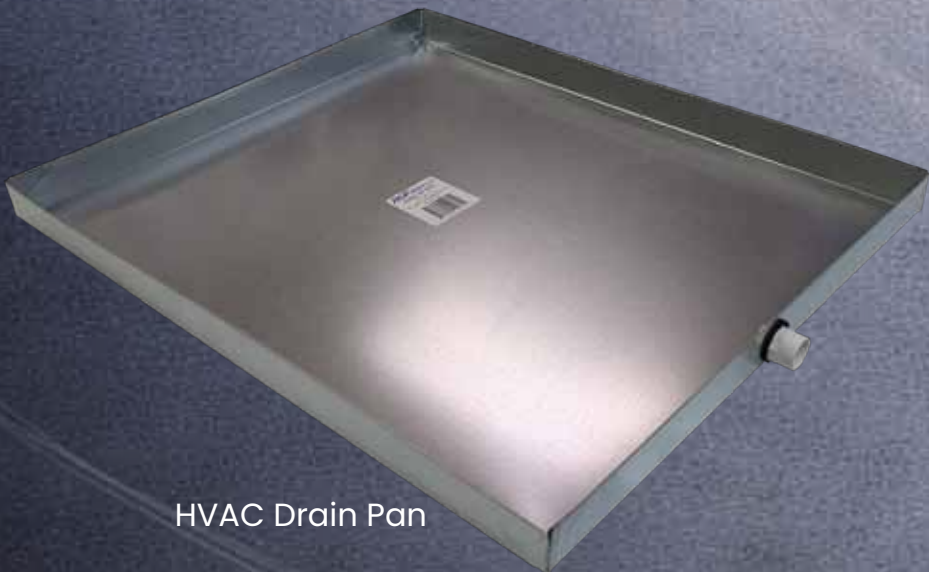
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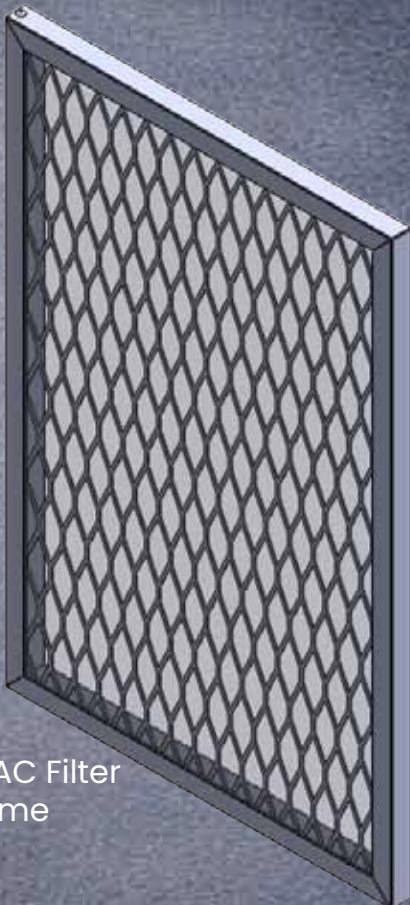


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Team RGF Kicked Off Labor Day Weekend With A Cool Down Carnival!

RGF likes to have fun! It was an afternoon filled with carnival games, prizes, pizza, popsicles, cold drinks, and plenty of laughs.

Of course, the highlight was the Dunk Tank! A big thank you to all the brave volunteers who took the plunge, and to everyone who took their best shot

and sent them splashing into the water again and again!

It was a great afternoon to get outside, unwind, have some fun, and celebrate the hardworking people who make RGF what it is. RGF has a great work atmosphere where team work is greatly encouraged.

RGF empowers and inspires their workers to be the best they can be every day for their customers, their community and for themselves. RGF's, 40+ years of innovation and progress is a testament to their employees and their collective vision. Thank you, Team RGF, for all you do!



The Dunk Tank drew a lot of laughs and many chances to test their throwing skills



Everyone had a blast celebrating the Labor Day Carnival together!



The employees had several carnival games and activities to take part in!



All eyes were glued on the dunk tank to cheer on the participants!



So many Pizzas to choose from, I think I will try them all



RGF employees had chances to win some great prizes!



I was chosen to live in the dunk tank!



It was a great afternoon to get outside, unwind, have some fun



So much talent and energy at RGF, working together to make it happen!

Aspen Pumps Introduces the Quietest, Most Reliable Mini Pumps in North America—Exclusively from The Malco Group



The Malco Group has launched the next generation of new mini pump offerings from Aspen Pumps: the Silent+Gen5 Series, now

available for purchase at local HVACR distributors.

Aspen's revolutionary Next-Gen Silent+ Gen5 Series Mini Pumps represent the quietest, smartest and most reliable mini pump technology designed for pros, engineers and installers who expect the best. At just 16 dB(A), Aspen Next-Gen Mini Pumps are quieter than a whisper. In practical terms, this means the pump will appear virtually silent when the HVACR system is operating, making it ideal for residential spaces.

From high-wall mini-splits to ceiling voids and premium retrofit installations, the mini pump lineup delivers intelligent adaptive flow, zero-maintenance sensing and plug-and-play simplicity that eliminates callbacks and boosts contractor confidence.

Available in four models setting a new standard for condensate management performance: Mini Aqua, Mini White, Mini Orange and Mini Lime.

The Mini White is the go-to solution for residential installs where silence, flexibility and aesthetics are

critical. Its slim undermount profile sits in the mini split's shadow line, providing easy access for quick maintenance.

The inside mount Mini Aqua integrates within high wall equipment and doesn't have moving parts, enabling its ultra-quiet 16 dB(A) operation. Optimized for in-unit and remote installations: floor-standing units, chassis units, and lineset cover applications.

Mini Orange is engineered for concealed installations like ceiling voids. Ideal for smaller commercial and residential environments where silent operation is essential and installation space is limited.

Mini Lime is designed to fit in the elbow of the lineset cover for an easy install. With a universal fit, low maintenance and proven 5th Gen tech, the Mini Lime is ideal for installations on light commercial and residential units.

Variable Speed Technology and Intelligent Capacitance Sensing

Aspen's first-to-market variable-speed technology adjusts its performance to match the actual condensate production of the unit. In practical terms, that means the pump only runs when it needs to—and only at the speed required to move the water being produced at that moment.

Dirt, dust and biofilm are no problem for the pump's capacitance sensor technology. The line is designed to handle any environment, and no additional

maintenance is required outside of routine unit maintenance.

When water touches the pump's sensor, it alters the dielectric constant between two conductive plates. This change is instantly detected and translated into a water level reading.

"Where these next-generation mini pumps really stand out is in intelligence and efficiency. Capacitance sensing is the essential hardware, but it's the variable speed software that truly allows the technology to work for HVAC," said Jeff Ponce, category director, condensate management at The Malco Group. "The pumps automatically adjust to system demand, without requiring installers to set or adjust any setting – it's truly set it and forget it!"

The result is a system that operates more quietly and more intelligently. Avoiding constant full-speed cycling—common in traditional piston-style pumps—variable-speed technology reduces sound output while also improving overall efficiency. It's a smarter way to manage condensate removal, especially in applications where noise control and clean finishes matter most.

Smarter operation doesn't just improve efficiency—it helps extend the life of the system. Fewer failures mean fewer return visits—and more confidence in every install. Aspen guarantees these are superior to any mini pump with a float switch, optical, pressure or temperature sensor.

ASHRAE Opens Abstract Submissions for 2027 Annual Conference in New Orleans



ATLANTA (September 24, 2026) – ASHRAE is accepting abstracts for conference papers for the 2027 ASHRAE Annual Conference, taking place June 12-16, 2027, in New

Orleans, Louisiana.

The conference will bring together HVAC&R professionals, researchers, practitioners, building owners and industry leaders to share research, innovations and practical approaches addressing challenges across the built environment.

Authors are invited to submit abstracts for consideration within one of eight conference tracks:

Fundamentals and Applications

Covers foundational HVAC&R engineering principles, including thermodynamics, psychrometrics, heat transfer and fluid flow, as well as theoretical and applied concepts, design approaches and real-world experiences.

HVAC&R Systems and Equipment

Focuses on the development, application and operation of HVAC&R systems and equipment, including innovation, reliability, maintainability, cost effectiveness and energy efficiency.

Refrigeration and Refrigerants

Addresses advancements in refrigeration systems and refrigerant applications across industrial, commercial and specialty uses, including system performance, environmental impacts, refrigerant management and emerging technologies.

Research Summit

Highlights research that advances HVAC&R and the built environment. Submissions may include conference papers, seminars, forums, panel discussions and ASHRAE-sponsored research. The track also includes collaboration with ASHRAE's archival research journal, Science and Technology for the Built Environment.

Building Decarbonization

Explores strategies to reduce building carbon emissions through energy efficiency, electrification, renewable energy integration, embodied carbon reduction and net-zero design.

Indoor Environmental Quality for Healthy Buildings

Examines indoor environmental quality and its relationship to occupant comfort, health, productivity and safety. Topics include ventilation, filtration, humidity control, air distribution, fire and smoke control, lighting, acoustics, hazardous spaces and the interaction between IEQ and building performance.

Owners and Operators

Focuses on practical approaches to optimizing building performance throughout the facility life-cycle, including commissioning, recommissioning, retro-commissioning, operations and maintenance, building analytics, fault detection, benchmarking, workforce development, resilience and total cost of ownership.

Mini-Tracks

Mini-tracks offer an opportunity to organize six to eight focused sessions around emerging or specialized topics that may not fit within an existing conference track. Individual sessions are submitted under the most appropriate conference track while contributing to a cohesive attendee experience.

Authors interested in proposing a mini-track can learn more about the requirements and submit their contact information for follow-up.

Authors whose abstracts are accepted will be

invited to submit a full eight-page conference paper by February 17, 2027. Accepted papers will be included in the conference program and proceedings and may be considered for publication in Science and Technology for the Built Environment.

For more information and to submit an abstract, visit ashrae.org/2027Annual.

ASHRAE is a global professional society committed to advancing healthy, sustainable and resilient buildings for everyone, everywhere.

Through the collective expertise of more than 55,000 volunteer members in over 132 countries, ASHRAE drives innovation across HVAC&R through trusted standards, research, education and collaboration. Advancing the built environment through technical excellence since 1894, ASHRAE continues to shape the future of building design, construction and operation.

Learn more at ashrae.org and follow ASHRAE on Instagram, Facebook, LinkedIn, X and YouTube and download the ASHRAE 365 app to stay connected on the go.

AHRI Releases July 2026 U.S. Heating and Cooling Equipment Shipment Data

U.S. shipments of central air conditioners and air-source heat pumps totaled 916,830 units in July 2026, increased +20.1 percent compared to 763,443 units shipped in July 2025. U.S. shipments of air conditioners increased +22.3 percent, to 503,151 units, compared to 411,530 units shipped in July 2025. U.S. shipments of air-source heat pumps increased +17.6 percent, to 413,679 units, compared to 351,913 shipped in July 2025.

Year-to-date combined shipments of central air conditioners and air-source heat pumps increased +5.5 percent, to 5,633,518, compared to 5,340,584 units shipped during the same period in 2025. Year-to-date shipments of central air conditioners increased +5.2 percent, to 3,063,290 units, compared to 2,911,784 units shipped during the same period in 2025.

The year-to-date total for heat pump shipments increased +5.8 percent, to 2,570,228, compared to 2,428,800 units shipped during the same period in 2025.

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Refricenter Celebrates 55 Years of Growth, Service and People

MIAMI, FL — September 2026 — Refricenter marked its 55th anniversary with a special celebration on Saturday, September 5, at the Rusty Pelican in Miami, bringing together employees, company leadership, and retired team members who contributed to Refricenter’s history over the years.

Founded in 1971, Refricenter has grown alongside Florida’s HVACR industry while maintaining the values and relationships that have shaped the company for more than five decades. The anniversary celebration provided an opportunity not only to recognize this important milestone, but also to honor the people who have played an essential role in the company’s journey.

During the evening, José C. Hernandez, President of Refricenter, reflected on the company’s history and its evolution from 1971 to the present, highlighting the unity and values that have remained at the foundation of the organization throughout its growth.

Christian Hernandez, COO of Refricenter, led

the employee recognition portion of the evening, joined by Alexandra Hernandez, presenting awards that celebrated outstanding performance, dedication, teamwork, customer service, professional growth, and years of service.

A particularly meaningful part of the evening was the recognition of employees who have dedicated decades of their careers to Refricenter. Years-of-service honors recognized team members reaching milestones of 20–24 years, 25–29 years, 30–39 years, and 40–45 years of service, reflecting the long-term relationships that have been an important part of the company’s culture and success.

The celebration also included special moments of remembrance honoring two people whose contributions remain part of Refricenter’s history: Lisandra Gonzalez, who dedicated 29 years of service to the company, and Cirilo Hernandez, founder of Refricenter.

The evening brought together current employees

and longtime retired employees, connecting different generations of people who have contributed to Refricenter’s 55-year story. Guests enjoyed dinner, music and dancing, while historical photographs and a corporate video highlighted the people, locations, and milestones that have shaped the organization over the decades.

As Refricenter looks toward its next chapter, the company plans to continue expanding its presence throughout Florida, developing new locations and growing its team while preserving the values that have guided the organization since its beginnings. Central to that vision is a culture in which employees are recognized as valued contributors to the company’s continued growth and success.

After 55 years, Refricenter’s anniversary represents more than a business milestone. It celebrates the generations of employees, relationships, dedication, and shared history that helped build the company and continue to shape its future.



The evening brought together current employees and longtime retired employees, who have contributed to Refricenter’s 55-year story



Refricenter Executive Team coming together for a photo



Carmen Limonta, Joan Diaz, Ivan Michell, Evangelina Garofano and Yonaris Quintana celebrating a great milestone!



Yamery Rosa and Maite Hernandez Gero



Andres Prado and Daniela Ruiz



Orestes Quintana, Inyeris Diaz with Christian Diaz and Mary Pardo



Chenill Armas, Katie Martinez, Leonardo Melero and Josie Melero



Espy Castaneda with Yudeisy Cabrera and Irmaylin Hidalgo enjoying the 55 year celebration



A perfect evening to honor the people who have played an essential role in the company’s journey



Many awards were given that celebrated outstanding performance, dedication, teamwork, customer service, professional growth, and years of service



José C. Hernandez, President of Refricenter, reflected on the company’s history and its evolution from 1971 to the present



Christian Hernandez, COO of Refricenter, led the employee recognition portion of the evening, joined by Alexandra Hernandez, presenting the awards



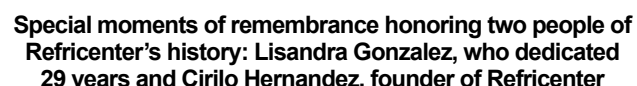
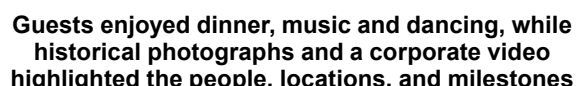
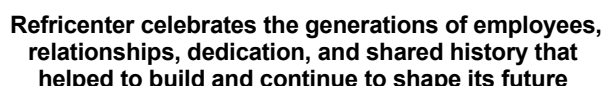
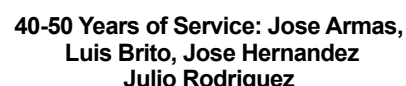
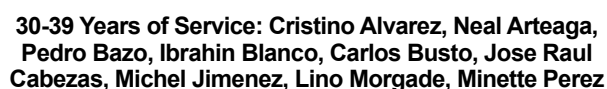
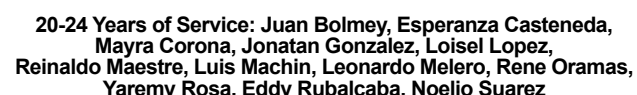
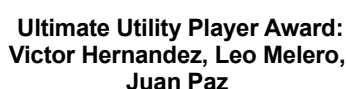
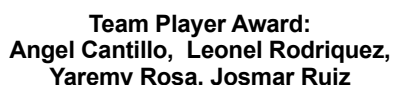
Extra Mile Award: Juan Amigo, Raidel Collaso, Alexis Diaz, Christian Diaz, Yoan Diaz, Rene Garcia, Carlos Granella, Carlos Hernandez, Loisel Lopez, Minet Perez, Lazaro Torres, Gustavo Valdez

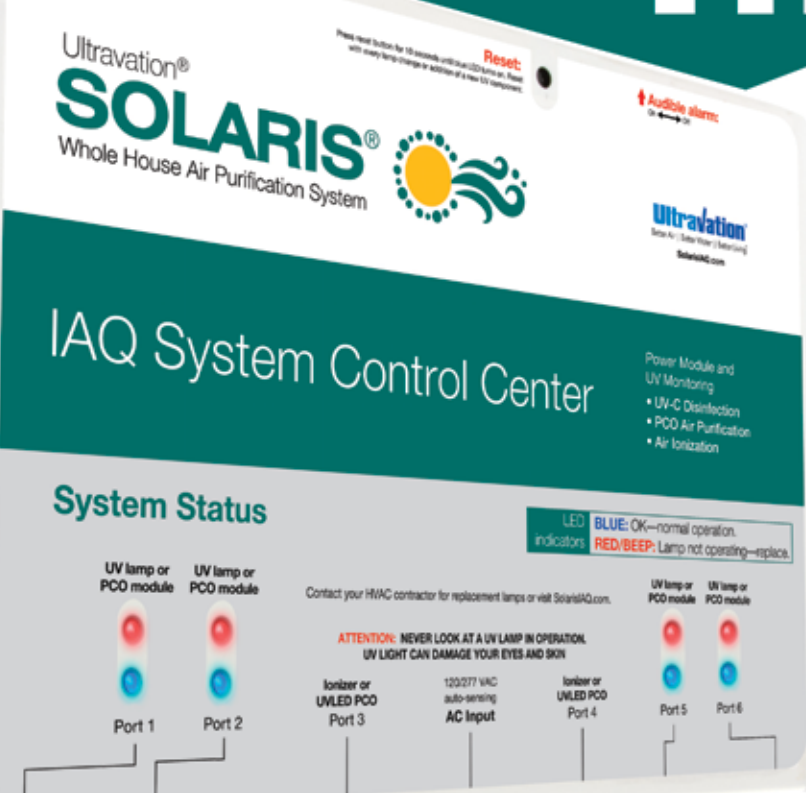


Unsung Hero Award: Juan Carlos Bolmey, Yudeisy Cabrera, Raul Diaz, Felipe Fuentes, Fernando Garcia, Roberto Gutierrez, Liz Iriarte, Abelardo Ortega, Richel Pena, Laura Perez-Maseda, Jesus San Juan



Level Up Award: Frank Calvo, Ramon Del Campillo, Malena Esposito, Julio Hernandez, Carlos Maseda, Ulysis Ortiz, Ray Rodriguez, Jose Rossell, Ivan Torres





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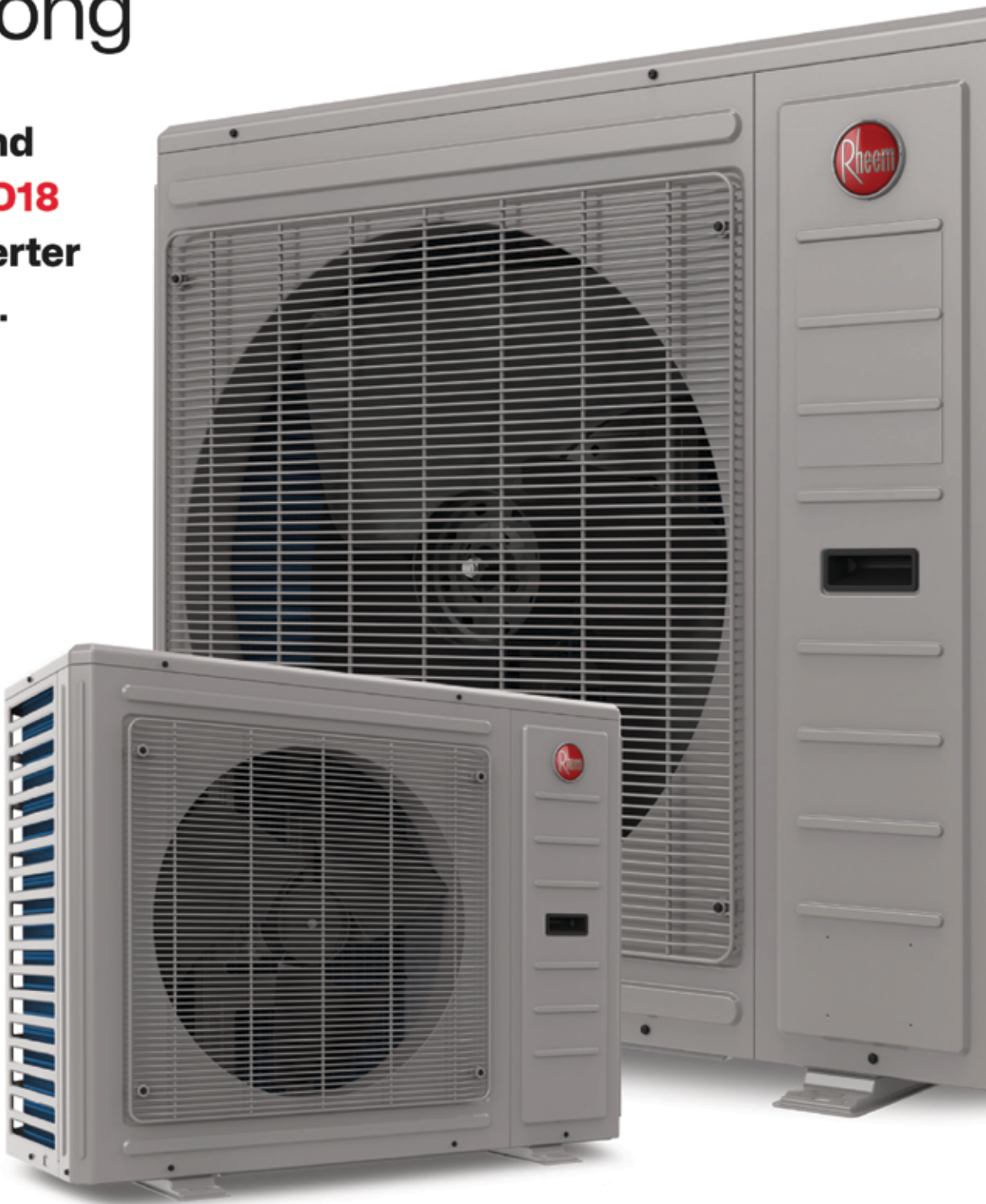


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Message from FRACCA President Bryan "BJ" Lingerfelt



October - This Is The Month When The Leaves Teach Us A Lesson About Change... The month of October is a time of reflection from your Summer to Fall. Did you surpass 2025 sales and service goals? Did you plan ahead with your marketing efforts for the Fall? How do you survive the slower months coming up? You know your own business like no one else, but your challenges and successes are much the same. Visit a Local Chapter meeting and talk to your peers, you never know how an hour and a half could change the trajectory of your Company. Local meetings for the State can be found on the www.FRACCAir.com website or your local Chapter Website.

From our Lobbyist, Edward Briggs from B & B Capitol Strategies: The Florida Building Commission has published a proposed rule to formally adopt the Florida Building Code, 9th Edition (2026). This is the final step in the code update process, and it will set the design and construction standards that apply statewide going forward.

Under section 553.73, Florida Statutes, the Commission updates the Building Code every three years. The current 8th Edition (2023) has been in effect since December 31, 2023, and the 9th Edition is scheduled to take effect December 31, 2026. The new edition is built on a newer cycle of the national model codes, along with the Florida specific amendments the Commission approved over the past year through its technical advisory committees. The update covers all of the code volumes, including building, residential, existing building, mechanical, plumbing, fuel gas, energy conservation, and accessibility.

The most important thing for your business is timing. In general, the code in effect when a permit application is submitted is the code that applies to that project. That means projects permitted before December 31 will generally fall under the 8th Edition, while anything submitted after that date will need to meet the 9th Edition. If you have projects in design now that will be permitted around the end of the year, it's

worth talking with your design team and building officials about which edition will apply and whether any changes will affect plans, products, or costs.

Since this is the formal adoption rule, most of the substantive code changes have already worked their way through the Commission's process. However, anyone affected still has the opportunity to comment on the proposed rule or request a public hearing within the notice period. If there is a specific provision that concerns you, please let me know as soon as possible so we can raise it before the rule is finalized.

Please reach out if you have any questions or would like me to look into how specific code changes might affect your projects. edward@bbcapitolstrategies.com

The Quarterly FRACCA Board Meeting will be in October in Tampa, and even though you have two delegates from your local Chapter, we also welcome new interest to help fill empty spots, and to learn what the FRACCA Board does for our Members. RSVP: Paula.Huband@FRACCAir.com.

To close out 2026, we have the Specifically Designed FRACCA SERVICES MANAGERS Forum:

West Coast - November 9 & 10 hosted by the Carrier Location in Tampa, FL - 30 Seats.

East Coast - November 12 & 13 hosted by the Carrier Location in Orlando, FL - 50- Seats.

All of the details and registration links are on the FRACCA Website: www.FRACCAir.com

Our Incredible Speakers: Don Gillis, Brian Feenie, Ed Janowiak, Brynn Cooksey, Paul Huszar, Zach Wilson, & Nate Adams.

On the Horizon for 2027: FRACCA Cruise February 18 - 22, out of Tampa, FL - check the website and join us! Welcome Party, and Disembarking party for our cruisers.

Please reach out to us with any ideas, suggestions or questions. We want to hear from you!

Bryan Lingerfelt, FRACCA President Office
Phone (407) 676-0031 Email us at Paula.Huband@FRACCAir.com

ACCA Launches GFCI Resource Center as Outdoor HVAC Exemption Expires

ALEXANDRIA, VA. (September 11, 2026) — The Air Conditioning Contractors of America (ACCA) has launched a dedicated GFCI Resource Center to help HVAC contractors navigate the September 1 expiration of the National Electrical Code (NEC) exemption for ground-fault circuit-interrupter (GFCI) protection on outdoor HVAC equipment.

The NEC has required GFCIs on outdoor outlets since 2020, but listed HVAC equipment received a temporary exemption while the industry worked toward a solution. That exemption expired on September 1. Roughly 22 states have independently delayed or deleted the requirement, but contractors in remaining jurisdictions may now need GFCI protection on outdoor listed HVAC equipment.

The exemption expired without a proven fix for nuisance tripping. Some single-speed and inverter-driven equipment continues to trip standard GFCIs when there is nothing wrong with the installation. High-frequency GFCI devices are reaching the market, but have not been field-tested through a full cooling season across the range of equipment types contractors install.

ACCA and other industry groups have asked the National Fire Protection Association (NFPA), which writes the code, for more time.

"Contractors need clarity right now, and this resource center puts everything in one place," said ACCA's director of technical services, Wes Davis. "Whether it's checking what applies in your state or understanding the latest on high-frequency GFCI technology, this is where our contractors and the industry can go to stay informed."

The Air Conditioning Contractors of America (ACCA) is the nation's premier trade association for heating, ventilation, air conditioning, and refrigeration contractors.

ACCA has created the nationally-recognized and industry-endorsed standards needed to ensure HVACR systems are properly installed and maintained. Visit the GFCI Resource Center at acca.org/gfci.

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FloXtreme® + Spectroline® Demo Day

Better Installs Start with Better Protection & Leak Detection

In September, Tropic Supply hosted multiple FloXtreme® + Spectroline® Demo Days at Resource Centers across Florida.

FloXtreme Key Takeaways:

Better & More Profitable Installs: Increase profits by offering FloXtreme as a value-added solution with every system sale.

Better System Reliability: Discover how FloXtreme helps keep AC drain lines clear of clogs 24/7 to prevent system downtime.

Better Maintenance & Profitable Upsells: Drive incremental revenue by positioning FloXtreme

as a value-added preventative maintenance solution.

Spectroline Key Takeaways:

Better Installs: Learn how Spectroline leak detection products can help your technicians quickly identify refrigerant leaks to make repairs more efficient and accurate.

Better Maintenance & Profitable Upsells: Explore how adding Spectroline leak detection to your company's maintenance program can help technicians identify leaks before they become problematic and avoid future callbacks.

Meet the Experts:

Johanne Bueno, J. Nichols & Associates

Johanne has been a valuable member of J. Nichols & Associates for ten years. She covers the South Florida and Caribbean markets.

Nick MacFee, J. Nichols & Associates

Nick MacFee has represented J. Nichols & Associates since 2018. He covers the Central and West Coasts of Florida, spanning from Gainesville to Port Charlotte.

Visit www.tropicsupply.com/eventscalendar for more information on upcoming educational opportunities and in-store events.



Richard Wadleigh of Richard's AC & Appliances, Brian Hoskins of FloXtreme, and Johanne Bueno of J. Nichols & Associates.



Brian Hoskins of FloXtreme, Santiago Rivero, and Luis Icaza of Luma Air Conditioning with Johanne Bueno of J. Nichols & Associates.



Johanne Bueno of J. Nichols & Associates discussing the benefits of using Spectroline with Carlos Puig and Mitch Munoz of Prestige AC.



Nick MacFee of J. Nichols & Associates awarding Vidal of Fairway Heating & Cooling a prize for his Spectroline UV Dye purchase.



Brian Hoskins of FloXtreme, Johanne Bueno of J. Nichols & Associates, and Kevin Mann of Comfort AC, who won a FloXtreme prize.



Nick MacFee of J. Nichols & Associates thanking Jonathan Constanzer of 7th Generation Heating and Cooling for choosing Spectroline!



Brian Hoskins of FloXtreme, Johanne Bueno of J. Nichols & Associates, with two technicians, Manuel Feiciano and Emanuel Felicano.



Yoory Felix of Razorback Air Conditioning, Johanne Bueno of J. Nichols & Associates, and Quinn McCullough of Razorback Air Conditioning.



Brian Garzon of BGIS/Million Aire, Johanne Bueno of J. Nichols & Associates, and Brian Hoskins of FloXtreme.



Johanne Bueno of J. Nichols & Associates with Rob Mayhew of Tropic Supply at the Delray Beach Resource Center.



Norman Urquhart of West End Air Conditioning learning how to unclog drain lines quickly with CLEARSHOT.



Brian Hoskins of FloXtreme with HVAC Technician Leo Martinez and Johanne Bueno of J. Nichols & Associates.



David Rojas of Delta-T Air Conditioning won a selection from the prize wheel hosted by Brian Hoskins of FloXtreme.



Brian Hoskins giving a product demonstration on how easy it is to install a FloXtreme automatic AC drain system cleaner.



Rey Carvajal and Anthony Sardina of B Cool Inc. with Johanne Bueno of J. Nichols & Associates and Brian Hoskins of FloXtreme.



Carime Tawil of AC Tawil Solutions learning how Spectroline provides contractors with the tools to quickly locate leaks in AC and refrigeration systems.



Brian Hoskins of FloXtreme with Johanne Bueno of J. Nichols & Associates and Russell Volavka of Spectrum AC.



Nick MacFee, speaking about how Spectroline can improve repair accuracy, strengthen maintenance programs, and help reduce future callbacks!

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SFACCA 2026 Annual Golf Tournament at Plantation Preserves Golf Club September 16th, 2026

This year's golf tournament was on Thursday September 16th at the Plantation Preserves Golf Club, which was in tip top shape. More than 84 golfers participated in the tournament.
RGF Environmental was the Title Sponsor for the

SFACCA golf event. Registration began at 7:30am with tee off at 8am. Goody bags were presented to each golfer.
Sponsors: Title sponsor - RGF Environmental, Closest to the Pin - Advanced Work Vans, Luncheon-

Refricenter, Towels - Carrier, Beverages - THS Partners and Ultravation, and Breakfast - Ferguson
The awards ceremony took place at the clubhouse, at the finish of the tournament. Many great raffle prizes were awarded too!



Registration was quick and everyone received a goodie bag!



SFACCA golfers getting instructions and ready to play in the tournament



The RGF ladies greeting golfers at the first hole



Raymet Martinez, Clint Leira, Chris Malpica, Xavier Corral, Jack Chadam for Advanced Work Vans



Jose Hernandez, Jose Armas, John Brescia, and Christian Hernandez for Refricenter



Steve Jeziorowski, Mitch Lovinger, Matthew Phillips, and Jorge "Papo" Iglesias for Daikin



Howard Pearl, Mariela Pearl, Chris Gacom, and Matt D'Lando, for Pride AC



Claudio Rubiera, Andy Saez, Daniel Molinaris, and Justin Ingram for Brown & Brown



Nicholas Conte, Joe Donnelly, Jake Donnelly, and Francis Fernandes for National Lift Trucks



John Mertins, Al Quintero, Chad Atiken, and Jaime Bernat of Saez Distributors



Rufin Perez, Joe Zvolenski, Alex Martinez, and Chris Donofrio for Tropic Supply



Steven Rominger, Seth Rominger, Justin Miller, and Jason Younger of Carrier



Charles Ferguson, Luis Chinaea, and Cary Glines for Saez Distributors



Scott Russell, Bob Blades, Brian Maciel, and Matt Butterworth for Ultravation



Andrel Martinez, Tyler Rush, Steven Smith, and Chris Erickson for Ultravation



Doug Lindstrom, Mike Sacks, Niel Arteaga, and Dave Murphey for Lindstrom AC



Rob Tinley, Sean Tinley, and Nick Johnson for Ferguson



Bill Brecher, Robin Broderick, Story Leduc, and Mat Charles, for RGF Environmental Group



Craig Sanscrainte, Brad Linstrom, Mike Nicolas, and Matt Daniele for Ferguson



Gary Giancarli, Albert Barcia, and Lenny Vigliotti for Lennox



The Italian buffet lunch prepared by Plantation Preserves Golf Club was delicious



Chris Erickson, Andy Taylor, Marlon Castellanos, Matt Butterworth, and Scott Russell for Ultravation



Christian Hernandez, Jose Armas, Jose Hernandez, and Neal Arteaga for Refricenter



Closest to the Pin was Chris Erickson of Leone Green



Longest Drive Winner was Claudio Rubiera of Brown and Brown



Ladies winner in Logest Drive, Closest to the Pin, and Closest to the Line was Mariela Pearl of Pride AC



55" Flat Screen TV Raffle Winner was Reymet Martinez of Advanced Work Vans



3rd Place Tournament Winners, Niel Arteaga, Dave Murphey, Doug Lindstrom, and Mike Sacks for Lindstrom AC



2nd Place Tournament Winners, Daniel Puig, Claudio Rubiera, and Andy Saez for Brown & Brown Insurance



1st Place Tournament Winners, Mitch Lovinger, Matthew Phillips, Steve Jeziorowski, and Jorge "Papo" Iglesias for Daikin

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Performance Pointers

By James Ball

(continued from page 13)

The key is to turn good communication into a **routine**, rather than something employees remember to do when they have time. That's important because HVAC employees are busy. When the phones are ringing and technicians are running from one call to another, communication can easily get pushed aside. But that's exactly when communication becomes most important.

Communication Is Part of What We Sell

As HVAC contractors, we often think we're selling repairs, maintenance, replacements, and comfort. But we're also selling peace of mind. When a customer calls because their air conditioner isn't working on a 95-degree afternoon, they want to know that someone is taking care of the problem. They want to know when you're coming. They want to understand what's wrong. They want to know their options. And they want to know what happens next. We can't always control how long a repair takes, whether a part is available, or how busy the schedule becomes. *But we can control how well we communicate.*

Good communication doesn't eliminate every problem. It does something just as important: it keeps a problem from becoming bigger than it needs to be. And sometimes, all it takes is a phone call. *As soon as we know, our customer knows.*

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 to become High-Performance HVAC professionals using lessons learned from NCI. If you would like to learn more, take a look at NationalComfortInstitute.com or call 800-633-7058.

Oatey Co. Celebrates 110 Years of Manufacturing

CLEVELAND, OHIO, SEPTEMBER 24, 2026 — Oatey Co., a leading plumbing manufacturer since 1916, is celebrating 110 years in business by honoring the associates who helped make that milestone possible. Throughout October, the company will celebrate and spotlight associates across its operations whose contributions have supported more than a century of innovation, quality, and service to the plumbing industry.

Founded in Cleveland by L.R. Oatey in 1916, Oatey began with a single product: a roof flashing used for venting plumbing pipes. From those early beginnings, the company has grown substantially while staying grounded in its purpose of delivering quality, building trust, and improving lives.

More than 110 years later, the company remains family-owned and now offers a broad portfolio of trusted brands and products for residential and commercial applications, supported by an extensive manufacturing and distribution network.

"Celebrating 110 years is a tremendous milestone for Oatey and has been made possible by the generations of associates who have built and strengthened our company," says Neal Restivo, Chief Executive Officer of Oatey. "Throughout our history, we have remained focused on our customers, committed to our people and communities, and guided by the values that have defined Oatey since its founding. We are grateful to our associates, customers, suppliers, and partners who have supported us and contributed to our success




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Venstar Named Among "2026 Best Places to Work in Los Angeles"

WEST HILLS, Calif., Sept. 17, 2026 — Venstar, a leading thermostat and energy management solutions provider, today announced it was ranked Number 3 in the Los Angeles Business Journal's 2026 ranking of the Best Places to Work in Los Angeles by the Los Angeles Business Journal and Workforce Research Group. The list is made up of 100 companies. The winners were revealed at a special dinner event on Aug. 6, 2026, and published in the Aug. 10, 2026, issue of the Los Angeles Business Journal.

"Creating an exceptional place to work was never an accident at Venstar; it was my goal from day one," said Steve Dushane, Venstar CEO and founder. "We are very honored by this award that honors our culture as well as the members of our team who labor tirelessly to make Venstar a special place to work."

"Venstar is the smallest company with the biggest impact that you've never heard of," Dushane said during his acceptance speech. "Yet, more than 11 million of our thermostats are on the walls of homes and businesses across North America. In fact, there's a good chance that one is in your living room right now," he added.

Venstar, founded in 1992 and based in Southern California, designs and builds a broad variety of innovative thermostats. Its Skyport® Cloud service provides businesses with a secure, private, powerful cloud service for command and control of HVAC systems from virtually anywhere in the world.

In addition to thermostats, Venstar's Surveyor® Energy Management System allows retailers, restaurant chains and other multi-location businesses to re-

motely monitor, manage and control energy consumption while reducing operating expenses. Currently, Surveyor is used to control more than 100,000 HVAC systems and lighting in more than 30,000 retail locations throughout North America, reducing energy usage and environmental impact and saving more than \$1.2 billion in energy costs since inception of the Surveyor program.

Venstar was founded by Dushane, his two brothers and two friends. Then and now, Dushane runs Venstar as a small family business. His dedication to putting employees first has earned unmatched employee loyalty, resulting in near-zero turnover. Many of his employees have tenures that span decades, and some have been with Venstar since the company's founding.

Among the unique benefits Venstar employees enjoy are:

Celebrations for individual employee special events, such as weddings, new babies, and graduations

Events for employees and their families, including Dodger games, Disneyland trips, cruises and more

Company achievement celebrations, including an evening on the historic Queen Mary ship for a 30-year anniversary party for 300 employees, families, partners, vendors and friends. The event featured a private concert by Don Felder, lead guitarist for the Eagles for 27 years.

In 2022, Venstar was acquired by Daikin, one of the largest HVAC companies in the world. With shared values, Daikin's continued support of Dushane's people-centered philosophy further contributes to Venstar's thriving culture.

Yellow Jacket® Refrigeration Transportation Manifold Kits

Introducing the YELLOW JACKET® Refrigeration Transportation Manifold Kits! Using A2L refrigerants in the refrigeration transportation industry can be challenging. Technicians servicing the refrigeration transportation industry can now measure and diagnose systems using one comprehensive kit.

The YELLOW JACKET® new 49953 and 49954 manifolds include R-513A, R-134A (A1 Refrigerants) and R-1234YF (A2L refrigerant) to provide the most complete manifold for the refrigeration transportation application.

The New YELLOW JACKET® Refrigeration

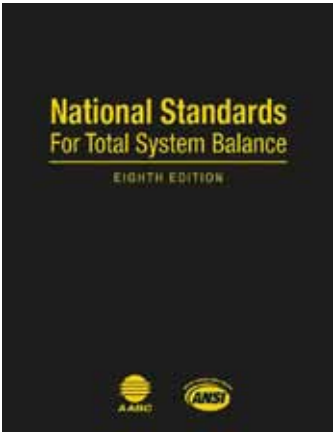
Transportation Manifold Kits Features:

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- Couplers and hoses for R-134A and R-1234YF refrigerants
- Carrying case included
- Made in USA
- Domestic and International kits available.



These manifolds and kits will be available for customer shipments in October 2026

AABC Publishes Updated National Standards for Total System Balance



(Washington, D.C., September 24, 2026)—The Associated Air Balance Council (AABC) announces the publication of the AABC National Standards for Total System Balance, 8th Edition. This comprehensive manual for the test and balance industry, last updated in 2016, details the minimum standards for total system balance, assists design professionals in achieving design intent, provides a better understanding of the scope of work required of the TAB agency, and ensures that proper methods and procedures are followed in the test and balance process.

Like the 7th edition, this newest version is American National Standards Institute (ANSI) approved. ANSI approval signifies that the procedures used by AABC in connection with the development of the standards meet the Institute’s essential requirements for openness, balance, consensus and due process.

“It’s important to keep updating the standards because the industry is changing,” said AABC Standards Committee Chairman Gaylon Richardson (Engineered Air Balance Co., Inc.). “Updating the systems and procedures is essential to AABC’s identity as the leader in our industry. Anyone involved with HVAC systems needs a copy... everybody needs to know this information.”

New, additional and revised content includes:

- Updates to TAB report requirements & structure.
- Updated requirements for instrumentation, calibration, and tolerances.
- Updated Pitot tube traverse requirements.
- Added information covering fan laws.
- New recommendations regarding total leakage for air leakage testing.
- Updated procedures for testing constant and variable volume systems.
- New discussion of fan system equations.
- Added information on energy recovery and temperature control systems.
- New discussion of AFLDs and PICVs.
- Updated information about cooling tower testing.
- New boiler plant procedures.
- Significant updates to laboratory and kitchen systems.
- Updates to smoke control testing.
- A rewritten chapter on HVAC commissioning and commissioning plan.
- An entirely new chapter with expanded information on underfloor air distribution systems.

For more information or to order the new edition of AABC National Standards for Total System Balance, visit <https://aabc.com/national-standards/> or call (202) 737-0202.

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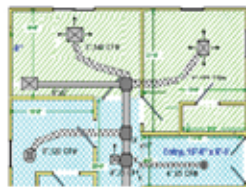
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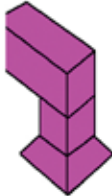
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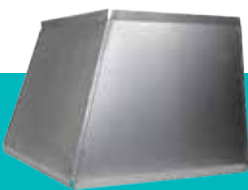
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Proverbs 3:7-8 (NIV)

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Please email your resume to careers@tropicsupply.com.



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Central Florida HVAC Distributor accepting applications for several positions including counter sales that are currently available. If you are looking for opportunity to stretch and grow with a company? This is the place! Compensation and benefits relative to position and experience. For info email: hoot@blackssupply.com

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Green Clean® 4186-08

Green Clean is a pleasantly scented, concentrated environmentally friendly, all-purpose cleaner designed for the rapid removal of grime and other heavy soils. It instantly penetrates greasy and oily surfaces, providing powerful emulsifying ingredients that chemically soften and dissolve the deposits, making them easy to remove. A safer, effective, alternative to toxic cleaners, bleaches and solvents!



Drain Solve 4165-24/4165-08

Ideal for condensate pan drains, Drain Solve saves time and money with its ease of use. It eliminates application concerns associated with more reactive, fuming drain openers. Simply pour it down the drain and let it work without fear of noxious fumes or reactions. Does not contain sulfuric acid.



Bio-Fresh cd® 4126-38

Bio-Fresh cd is a ready-to-use bacteriostat, fungistat and deodorizer based upon chlorine dioxide technology. It is recommended for control of bacteria, mold, mildew, fungi and yeast in IAQ applications. Its EPA registration includes application in HVACR ventilating equipment, including coils, condensate pans, filters and duct-work.



AC Drain Sucker® 61038

A/C condensate drain pan overflow is caused by slime and sludge that builds up and clogs the drain line. The A/C Drain Sucker quickly removes the clog and the excess water, resolving the overflow problem. The kit includes a PurCool® Green 3 ton tablet to provide months of preventive treatment and free flowing drains, as well as all fittings and hoses for suction or pressure applications.



Gallo Gun™ 4179-01

The Gallo Gun is a heavy duty CO₂ powered tool that quickly and easily clears condensate drain lines with 800psi of oil free air! The Gallo Gun has a strong and rugged design, built with ergonomic finger grips, and comes equipped with a flexible hose assembly and tapered fitting to fit up to a 1" drain opening. The Gallo Gun utilizes a revolutionary dual fit cartridge base that can quickly and easily fit either a 16g or larger 20g cartridge for 25% more clearing power.

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