

Contracting Business

MARCH 2023
contractingbusiness.com

HELPING HVACR MANAGERS RUN BETTER BUSINESSES SINCE 1944

How to Profit from 'Electrification'

— Charlie Greer explains, p. 28



Also in this issue:

- **Commercial Unitary Products, p. 16**
- **AHR Expo Show Review, p. 18**
- **Tracking KPIs, p. 32**

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COVER STORY | A SUPERIOR LEVEL OF SERVICE

28 How to Profit from 'Electrification'



Electrification makes homes more energy efficient, thereby reducing electric bills and cutting down on pollution.

2023 AHR EXPO

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HVACR product electrification and decarbonization was the theme for many products on display at 2023 AHR Expo. Others were for improving service or adding new tools to the technician's belt.

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Honeywell is helping Food City reduce its carbon footprint and improve energy efficiency.

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ON THE COVER: HVAC electrification is in step with home automation.

Source: guvendemir / iStock / Getty Images Plus



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Popular Stories in Contracting Business

February Highlights



- Education Thrives at AHR Expo
<https://contractingbusiness.com/21258842>
- Repair vs. Replace for Older Systems
<https://contractingbusiness.com/21259087>
- Water Source Heat Pump Maintenance
<https://contractingbusiness.com/21258051>

Good News!

DIGITAL EDITIONS NOW GO BACK 11 YEARS:
bit.ly/CBDigitalArchive

News @ Presstime

Unified Group Hosts Management Forum
<https://contractingbusiness.com/21260347>

Atlantic Westchester a 'Best Place to Work'
<https://contractingbusiness.com/21260261>

Joseph Groh Foundation Achieves Goal
<https://contractingbusiness.com/21253598>

Contracting Business Success on ContractingBusiness.com

- 4 Requirements of Success
<https://contractingbusiness.com/21256089>
- Dispersion is Weakness
<https://contractingbusiness.com/21255530>
- VISIT THE EGIA RESOURCE LIBRARY:
Searchable database can be found at
mycontractoruniversity.com.



POPULAR ONLINE GALLERIES

LEFT: 7 Tips for Selling in Current Economy
<https://contractingbusiness.com/21259368>
RIGHT: Day 3 AHR Expo Photo Gallery
<https://contractingbusiness.com/21259770>

HVAC INTELLIGENCE eNEWSLETTER

Static Pressure Testing

Static pressure testing can reveal the answers to many customer complaints.

<https://contractingbusiness.com/21260357>

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BY TERRY MCIVER, EDITOR-IN-CHIEF

Events Off & Running. Are You?

The 2023 AHR Expo is now history. Our team (me, editorial director Mike Eby, amazing writer Kelly Faloon, Rob McManamy of HPAC Engineering and Steve Spaulding of *CONTRACTOR*) logged many collective miles navigating exhibits and educational theaters. My show report is on page 18, and a multi-photo show gallery can be found at ContractingBusiness.com.

But wait, there's more!

Three additional shows, by EGIA, ACCA and NCI, will help usher in spring and summer business activity.

Electric and Gas Industries Association's EPIC 2023 will be held March 16-17 at Caesars Palace, Las Vegas. EPIC stands for Educating Professionals in Contracting, and the content will certainly do just that.

- Fitness and wellness entrepreneur Jillian Michaels on maximizing business opportunities.
- HVAC contractor and author Paul Kelly will share elusive secrets to success.
- Consultant James Leichter will help you bring communications to a place of prominence in your skillset.
- Mark Matteson will explore maximizing sales potential.
- Day 1 keynote speaker is artist David Garibaldi, who will use sight, sound and canvas to help you realize your entrepreneurial dreams.
- On Day 2, John C. Maxwell will explore and explain connecting with people, where all sales successes begins.
- Additional presenters will include Steve Shallenberger, Zenon Olbrys, Matthew Bratsis, Jesse Davis, and HARDI's Talbot Gee.
- EGIA faculty members - Weldon Long, Drew Cameron, Gary Elekes, and other will cover sales and business management topics.

Learn more and/or register at epic2023.com.

ACCA 2023 at the New Orleans Marriott, April 2-5, will prepare HVAC contractors with plenty of information they can use as a foundation for new and improved business activity. ACCA's lineup will include:

- Keynoter Dee Ann Turner, former VP of talent for Chick-fil-A, on how to create a "culture of care," to win over staff and customers.
- Contractor forum on finding and keeping great people and 75 minutes of roundtable discussions.
- A MIX Group* Mixer, based on the regional consultations that are part of the long tradition

of ACCA contractors helping each other conquer business challenges.

- A Manufacturer Leadership Forum will address key issues such as electrification and alternative refrigerants.
- Contractor Issues Smackdown, with experts on the many changes now facing the HVAC industry, including flammable refrigerants, policy changes in 2023 and other changes you must be aware of and prepared for.
- Codes & Coffee session electrification costs.
- Awards: Sunday, April 2 at 5:30 pm, for Residential and Commercial Contractor of the Year, Spirit of Independence, Service Manager and Marketing Masters. Visit accaconference.com to learn more or to register.

NCI's High-Performance Summit will be presented at Chateau on the Lake, Branson, MO April 17-20. This year's Summit will focus on:

- Critical Steps to Building a Solid, High-performance Maintenance Program
- Fixing Systems Right the First time
- Generating Leads for Profitable Equipment Replacement and Air Upgrades.

Daikin will present a High-Efficiency Sales Workshop on April 17. A two-hour exhibitor reception and trade show is included.

Breakout Sessions will cover:

- Profitable System Upgrade Leads Through Service Call Testing and Diagnostics.
- Keeping Customers Safe and Generating Leads Through CO Safety and Combustion Testing
- Increasing Sales Success by Properly Managing Service-generated Leads, by David Holt.
- Building Lifetime Customers with High-Performance Maintenance Agreements, facilitated by Jim Ball.
- Awards for Small, Medium and Large Contractor of the Year.
- Delivering High Performance with Hands-on Diagnostics, by David Richardson and John Puryear.

National Comfort Institute's Performance-Based Contracting™ methodology is the best HVAC service, combustion safety and troubleshooting knowledge base you will find. Investigate and/or register at GotoSummit.com or call 800-633-7058. **CB**



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COMPILED BY TERRY MCIVER, EDITOR-IN-CHIEF

Jim Isaac, HVAC Entrepreneur and 'Industry Hero' Dies at 85

Rochester, NY/Alexandria, Va. February 1, 2023—James “Jim” Isaac, an HVACR industry entrepreneur who helped build one of the strongest HVAC service firms in the eastern U.S., and who served as a past chairman of The Air Conditioning Contractors of America (ACCA), passed away on January 27, 2023. He was 85.



Jim Isaac in 2010, at the time of his induction into the Contracting Business HVAC Hall of Fame.

The news was reported by ACCA sources, who described Isaac as “an HVACR industry hero.”

Mr. Isaac was president and CEO of Isaac Heating and Air Conditioning, Inc., Rochester, NY, a position he assumed after the untimely death of his father in 1967. During his tenure, Jim helped grow the business with his brothers Ed, Tom, and Bill, to one of the nation’s largest and strongest HVAC services firms.

Mr. Isaac was known for his innovation in marketing, customer service, and the customization of the products sold by the Isaac team. During his time leading the Isaac team, he gave back to the industry through service on ACCA’s Board of Directors, ultimately serving as Chairman of the Board of Directors in 1990. He also served on several boards within the industry at the local, state, and national levels.

Jim Isaac was a recipient of many awards of recognition. The company was named the *Contracting Business* 2002

Mr. Isaac’s service to the HVACR industry was rivaled only by his humanitarian efforts. He was passionate about giving back to his community.

Residential Contractor of the Year, and Mr. Isaac was inducted into the *Contracting Business* HVAC Hall of Fame in 2010. He was also a member of the Rochester Business Hall of Fame. Mr. Isaac was named a Rochester Small Business Council’s Business Person of The Year and was a recipient of the Rochester Business Ethics Award.

In the *Contracting Business* article about Mr. Isaac’s Hall of Fame induction, contributing editor Ron Rajecki wrote that, “The company reached the top and remains there to this day by staying true to the tenets Jim Isaac insisted upon: excellent quality, unwavering integrity, and outstanding customer service.” In that same article, Isaac’s son Ray, who maintains

a leadership role in the company, spoke of his father as an inspiration:

“After all of the seminars I’ve attended, the books I’ve read, the professional speakers I’ve heard, and the consultants I’ve worked with, the person I quote the most and the one who has been the most influential in my life, is my father. That sums up the influence he has had on my life both personally and professionally,” Ray Isaac said.

Mr. Isaac was passionate about giving back to his community, as seen by his work with the Rochester Rotary, Flower City Habitat for Humanity, Otetiana Seneca Waterways Council of the Boy Scouts of America, Heritage Christian Services, Eastern Service Workers, United Way of Greater Rochester, and many more. He was honored by ACCA for his humanitarian efforts in 2014 as the inaugural recipient of ACCA’s Community Leadership Award, which was developed in honor of Skip Snyder, another past ACCA Chairman of the Board.

“ACCA is saddened by the loss of Jim Isaac, who was such a strong champion of ACCA and the HVACR industry,” said Barton James, ACCA president and CEO. “Jim’s dedication to the industry and his community are unmatched. He was a leader, who used innovation and compassion to grow Isaac Heating and Air Conditioning to the strong company it is today. His presence continues to be seen in the business that he passed on to his children, who continue to grow his legacy today.”

Mr. Isaac was predeceased by his wife of 58 years, Shirley. Survivors include daughter, Jacqueline Isaac Spencer; grandson, James Robert Spencer Jr.; brothers, Edward (Jean) Isaac, and Thomas (Delores) Isaac. He is survived by sons, Kenneth Isaac, David Isaac (Lori Richardson), Michael (Roben) Isaac, and Raymond (Erica) Isaac; and many great-grandchildren, nieces and nephews.

Atlantic Westchester Named a 'Best Place to Work' in Westchester

Commercial HVAC contracting firm Atlantic Westchester was recently named one of the 2022 “Best Places to Work in Westchester”. The awards program began in 2021 and is promoted by 914INC. in partnership with Best Companies Group. This regional survey and awards program was designed to identify, recognize and honor the best places of employment in Westchester, benefiting the region’s economy, workforce, and businesses. The 2022 *Best Places to Work in Westchester* list is made up of 18 companies. This award acknowledges Atlantic Westchester’s dedication to providing its employees with the benefits, resources, and skills they need to be successful.

Atlantic Westchester offers a variety of HVAC services for businesses, institutions, and government facilities across



Atlantic Westchester co-owners Bud and Lisa Hammer.

the New York Metro area. Since 1961, family-owned AW has catered to clients providing proactive maintenance, remediation, installation, and energy-efficient solutions based on their unique facility needs.

“I am honored that Atlantic Westchester has been selected for this wonderful recognition,” said Bud Hammer, president of Atlantic Westchester Inc. “As a company that has been in business for over 60 years, we see how investing and uplifting our employees has contributed to our longevity. We are in business for the long haul, and we want our employees to feel that they are in it with us.”

Since 1961, Atlantic Westchester and its employees have received numerous awards and recognitions. Those can be found online at *contractingbusiness.com*.

Leap Partners Expands

NASHVILLE, Tenn., Feb. 8, 2023— Leap Partners, a fast-growing home services company with HVAC and plumbing businesses across the Southeast, has acquired A1 Heating & Air Conditioning based in Huntsville, Ala., and Engineered Heating and Air based in Lexington, Ky.

Established in 2007, A1 is a full-service air conditioning and heating service company that serves Huntsville

and Madison, Ala., and surrounding communities. The former owner, Steve Tangeman, and his team will now work with the existing Leap Partners branch in Huntsville, Conditioned Air Solutions.

Engineered Heating and Air is a full-service heating and air conditioning

company in Lexington, Ky., that has served the surrounding community for over 23 years. The former owner of Engineered Heating and Air, Tom Robeson, will continue to lead his team and operate as Engineered Heating and Air. Read more online, at <https://contractingbusiness.com/21259872>.

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Survey: Trane is USA's Most Trusted HVAC Brand

Davidson, N.C.—February 8, 2023—Trane, a brand of Trane Technologies, has been named America's Most Trusted® HVAC Brand nine years in a row by Lifestory Research. The 2023 ranking stems from Lifestory Research's America's Most Trusted Study which surveyed 7,468 people in the United States, between January and December of 2022, who were actively shopping for a HVAC System. Beyond earning the #1 ranking in the study, Trane received the highest Net Trust Quotient score (118.6) among the most popular HVAC System brands.

Trane was also named a 5-star Smart Thermostat Brand in America's Most Trusted Study 3 years in a row. The brand's smart thermostat ranking received a Net Trust Quotient score of 108.5

"As the industry evolves and homeowners are more aware of their heating and cooling preferences, at Trane we are always working to better understand our customers' wants and needs when it comes to their home comfort," said Heather Rodino, Vice President of Marketing for Trane Technologies Residential HVAC business. "And being named America's Most Trusted HVAC Brand, as well as a 5-Star Thermostat Brand, are testaments to our ability to provide homeowners with efficient, sustainable and reliable products that won't compromise their comfort or peace of mind."

Lifestory Research America's Most Trusted was established more than a decade ago and asks consumers to assess several brand valuation metrics to understand brand trust. Trust is calculated via the Lifestory Research Net Trust Quotient in



which a score of 100 is average for all brands included in the study. To be considered as a top candidate for recognition, a brand needs to obtain ample survey responses to achieve a 95 percent confidence level. Additionally, brands must receive a margin error no higher than three percent for inclusion in the rating results. Once confidence levels are

determined, survey results are compared with peer organizations of like size and complexity.

"Brand trust plays a critical role when making an investment such as an HVAC system," said Eric Snider, President of Lifestory Research, "and Trane continues to provide innovation and efficient solutions for customers as shown by this year's results."

To learn more about Trane and its residential HVAC product portfolio and services, visit www.trane.com/residential/.

- Trane received the highest numerical score in the proprietary Lifestory Research America's Most Trusted HVAC Brand study for 9 years, 2015-2023. Study results are based on experiences and perceptions of people surveyed. Individual experience may vary. Visit www.lifestoryresearch.com.
- Trane ranked in the Top 3 in the proprietary Lifestory Research America's Most Trusted Smart Thermostat Brand study for years 2021, 2022 & 2023. Study results are based on experiences and perceptions of people surveyed. Individual experience may vary. Visit www.lifestoryresearch.com.

EGIA 'HVAC HERO' Scholarship Accepting Applications



Since launching in 2018, the "HVAC HERO" Scholarship from Electric and Gas Industries Association

(EGIA) has provided tuition assistance to nearly 100 students pursuing an HVAC education, totaling over \$200,000 in awards. They have attended over 60 schools and have become positive contributors to contracting organizations in nearly 30 states.

EGIA announced in February that the HVAC HERO Scholarship program is now accepting applications for the 2023-2024 academic year.

Application requirements:

- Students must be enrolled* or plan to enroll in an HVAC technical program** at an accredited institution

- Students must be US Citizens, US Nationals or US Permanent Residents based on US Department of Education
- Students must have a minimum grade point average of 2.0 on a 4.0 scale in their previous coursework
- Students Must be pursuing an Associate's Degree, Certificate or Diploma from an HVAC technical program.

*Current students must continue to be enrolled throughout the full duration of the scholarship year—example: enrolled through January 1, 2024 for the 2023-2024 scholarship cycle

**Applicants are required to upload documentation that the eligible HVAC program is offered at the school applied to/enrolled. Employees and children of employees of EGIA and the EGIA Foundation are ineligible to apply.

APPLY AT: alwaysindemand.com

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The LG Inverter Scroll Heat Pump Chiller introduces cutting-edge innovation to the air-cooled chiller category, delivering powerful performance without sacrificing quieter operation, flexibility, or energy efficiency. Designed for cooling and/or heating in both comfort and process applications, the Chiller has an impressive energy performance rating of an IPLV of 19.46¹. Furthermore, inverter technology enables more precise and efficient response to varying load demands, as well as industry-leading heating capacity performance at lower ambient conditions. With a high ambient cooling operating temperature up to 125°F and a low heating operation temperature of -22°F, the LG Heat Pump Chiller is capable of operating in a wide range of conditions while meeting the climate demands of the space.

The LG Chillers' modularity of design provides engineers with the ability to pipe multiple modules together to create a large high-performance chiller without compromising on the efficiency normally provided by large chiller plants, all while increasing reliability and redundancy.

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Come see for yourself at <https://ww2.lghvac.com/discover-lg-chillers>.



Building Controls Conference

Detroit, MI—Cochrane Supply & Engineering announced the return of Controls-Con, April 27th-28th, 2023, at the MotorCity Casino Hotel in Detroit, Mich. Controls-Con 2023 is Cochrane Supply's biennial Smart Building Controls Conference, officially sponsored by Vykon.

Sources expect to hundreds of HVACR contractors, systems integrators, service technicians, and engineers to attend, for educational keynote presentations covering Master Systems Integration, Smart Building Design, Cyber Security, Augmented Reality, Artificial Intelligence, and predications for the future of the building controls industry.

"It's exciting to watch this event continue to grow and attract people from all over the world," says Scott Cochrane, president and CEO of Cochrane Supply & Engineering. "You have to stay educated on the latest technologies to continue to thrive in this industry—and our goal continues to be to provide an affordable means for industry peers to come together to do just that."

Confirmed keynote speakers include: Martin Villaneuve, president, Distech Controls; Bill Schwebel, vice president/



general manager, Building Automation Systems and Controls (Global Products); Victor Abelairas, general manager, Tridium; Jim Lee, CEO, Cimetrics; and Tom Daenzer, digital

business development manager, Belimo Americas.

Trade show exhibitors will include VYKON by Tridium; Honeywell; Johnson Controls; Distech Controls; Belimo, and more. Attendees will learn about the newest products and services in the building controls industry, as well as automation best practices, and business development strategies during the day-one general session, and day-two business and technology breakout sessions.

Cochrane Supply has added an extra day of educational sessions for a Pre-Con Event, being held April 26th, 2023, from 7:00am-12:00pm, in the 16th floor event space at the One Campus Martius building, located at 1050 Woodward Ave., in downtown Detroit. Pre-Con will have a light breakfast, two educational tracks in Smart Building Design and Advancing Technologies, and a networking lunch.

For more details or to register, visit www.controlscon.com.

Aspen Unveils New Logo

Aspen Manufacturing, LLC (Aspen), one of the largest independent manufacturers of evaporator coils and air handlers for the residential and light-commercial heating, ventilation, and air conditioning (HVAC) marketplace in the United States and Canada, has unveiled a new logo that sources say reflects the continued growth and strength of the organization.

Aspen HVAC products are well-known as high-quality, dependable, and reliable products that are the preferred choice of some HVAC distributors and contractors. Aspen products are readily AHRI-certifiable to a wide variety of HVAC manufacturers.

"Due to the company's continued growth coupled with the introduction of several new products, we felt it was time



to update the company logo," said Riley Archer, vice

president, sales and marketing at Aspen. "Although we are updating the logo, we have not changed any design, engineering, and manufacturing operations so our customers can continue enjoying high-quality products; outstanding product quality is a legacy of the Aspen brand," Archer said.

Sources reported the new logo was designed to embody the company's strength while providing a memorable graphic that reinforces Aspen products' core company strengths, values, and performance. Further, the mark is reminiscent of the shape of evaporator coils representing one of the company's most successful product lines. www.aspenmfg.com

APPOINTMENTS

Franklin Electric Co., Inc. has appointed three customer-facing team members to its Industrial & Engineered Systems (IES) business unit: Andrew Ross, David Gray and Marty Lehmann.



Ross



Gray



Lehmann

increase the lifespan of their equipment.

Business unit sales manager David Gray has responsibility for the company's industrial distribution customers across the Southwest region. He has significant sales development and leadership experience, having worked with hydraulic pump and liquid handling

manufacturers throughout his 20-year career

Marty Lehmann has worked across a variety of products, including motors, pumps, fluid handling and wastewater equipment for 25 years. His focus is on bringing Little Giant's growing product line to OEM customers.

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INSTRUMENTS & TEST EQUIPMENT



Fieldpiece Instruments in August 2022 launched two new combustion analyzer models—CAT85 and CAT45—with

compatible printers sold separately or bundled together. The new analyzers enable HVACR professionals to assess heating system emissions, draft pressure, and temperatures to support the overall fuel-efficiency and safety of furnaces. These new combustion analyzer models make analysis easier and more effective with a large touchscreen display interface delivering effortless readings, new sensor technology that maximizes uptime on the jobsite, a convenient rechargeable battery, and industry-leading wireless range when used with the Job Link System app. fieldpiece.com

DRIVES

Franklin Electric Co. Inc. is helping HVAC engineering professionals maximize systems operation with the Cerus® X-Drive, an all-inclusive variable frequency drive (VFD) solution designed for versatility, intuitive startup and overall ease-of-operation. Available in multiple standalone and packaged configurations, including UL Type 1,

12 or 3R rated bypass or enclosed control panel (UL Type 4X engineered to order), the VFD is engineered to handle variable torque applications up to 700 horsepower and

pairs seamlessly with Franklin Electric's pumping and control systems. Each unit includes application-specific firmware that pre-programs settings for quick and easy startups and reliable protection for projects on fans, air handling, cooling towers, centrifugal pumps and vacuum pumps.



Cerus X-Drive also features a compact form-factor with industry-leading power density (hp/in³). This aids in reducing the overall panel size, occupying less physical floor or wall space, which means more power in a smaller footprint. For more information, visit <https://franklinwater.com/cerus-x-drive-hvac>

CONTROLS

Emerson recently launched the White-Rogers™ 50M56X-843 universal single stage hot surface ignition (HSI) integrated furnace control, a revolutionary control that offers the first single-stage universal replacement that can be configured for either PSC or ECMx blower motors.

The HSI furnace control offers the ability to replace over 550 part numbers with only one control, reducing inventory by providing maximum



Software Offers Payment Options, Business Insights

Successware recently launched a new, fully integrated business management software platform, and the Successware team attended the 2023 AHR Expo to debut new platform features designed to help HVAC, electrical, and plumbing professionals improve their productivity and save time and money.

Successware Payments™ is a new, convenient payment processing solution built directly into the Successware® Platform. This newest tool offers a range of payment capabilities and options that make it easier to collect payments from customers, reconcile invoices, conduct accounting, and see financial and operational reports in one convenient location.

Sources report Successware Payments benefit a business, and provide a seamless customer experience through:

Faster payments in the field leading to faster revenue recognition—This quicker, more efficient payment process allows the flexibility to accept all major debit, credit, secure chip cards, mobile, and ACH payment methods in the field and offers competitive rates for credit card and ACH processing.

Simplified billing and digital invoicing—Send customers a digital invoice via email with a personalized secure online

payment link. Customers will benefit from improved payment security and an enhanced user experience. Lost, stolen, or expired cards are automatically updated to help reduce declines.

Helping customers say yes to more—Successware has partnered with Ally Bank to make it easier for homeowners to get approved for competitive financing rates on the spot.

One connected platform—Streamline service operations and financials with one unified ecosystem available through Successware Mobile™ and the back-office Platform. Access in-depth metrics and reporting from our centralized dashboard, Successware Insights™, and use this data to gain greater accuracy and visibility into the health of your business.

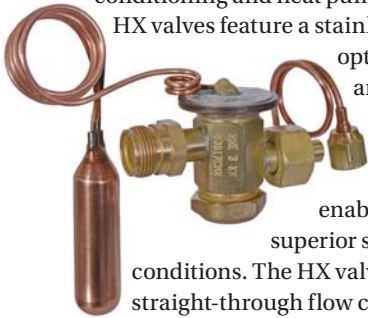
Successware's new platform provides all-in-one business management solutions integrated with its mobile application that makes day-to-day operations streamlined and efficient. Professionals in the HVAC, electrical and plumbing industries are now able to digitize their business and workflows with a simpler, more intuitive interface, data-driven features and secure cloud-based hosting. successware.com

control replacement coverage. With no additional harnesses required, this universal control utilizes the existing OEM harnesses, providing contactors an easier installation process.

The control is equipped with near field communication (NFC), which creates a wireless connection between the control and a mobile device. Using the White-Rogers Connect mobile app, the control allows contractors to quickly configure the control, without power, and provide accurate diagnostics with full fault code text and troubleshooting tips. A new feature within the app is called Auto-Set, which allows users enter the replacement part number to automatically configure the HSI furnace control to the replacement part's original settings. Hundreds of OEM settings have been preloaded into the app to take the guesswork out of configuration. <https://bit.ly/3YWTpIM>

VALVES

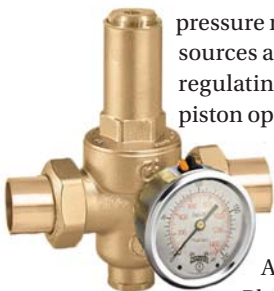
Sporlan specifically designed the Type HX Thermostatic Expansion valves for residential and commercial air conditioning and heat pump systems. The Type HX valves feature a stainless steel capillary tube optimized for reliability and long life. The single pushrod balanced port design ensures precise pin and port alignment, enabling the valve to maintain superior superheat control at all load conditions. The HX valve body is available with a straight-through flow configuration with chatleff or ODF (sweat) copper connections. Sporlan supplies the valve with either an adjustable or non-adjustable bottom cap.



Features and benefits include:

- Long-lasting, durable stainless steel diaphragm and weld design
- Single pushrod balanced port construction
- Unique design minimizes solid debris build-up
- Suitable for all common refrigerants
- Adjustable and Non-adjustable Superheat setting
- High-strength silver soldered joints with chatleff or solid copper fittings. parker.com

The Caleffi 536 Series PresCal HP piston-type pressure reducing valve is described by sources as the only direct-acting pressure regulating valve in North America with true piston operation, for stable, high-precision water pressure control, while withstanding severe inlet pressure or punishing downstream water hammer. It is the winner of a 2023 AHR Expo Innovation Award in the Plumbing category. caleffi.com



EasyFit Isolator is a two-piece valve that can be installed onto a live plumbing or HVAC line up to 230 psi (1,586 kPa) and 185F (85C). The technician can isolate immediately, but the EasyFit also remains as a permanent isolation valve moving forward. easyfitisolator.us



SERVICE ACCESSORIES

RectorSeal® LLC. has expanded its line of adjustable fittings for its Fortress cover products. The new adjustable fittings provide increased flexibility for an HVAC technician and can reduce the number of fittings stocked in inventory or on a service truck. The new Fortress brand fittings are available in flat and vertical configurations. The adjustable flat fittings allow an installer to change directions on a wall surface. The vertical fittings should be used to change direction over an edge or around a corner. Both types enable the installer to create a 45-degree to 90-degree angle using only one of the new adjustable fittings. The fittings are available in 3.5-inch and 4.5-inch sizes. rectorseal.com



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COMMERCIAL UNITARY PRODUCTS



ADDISON HVAC

As buildings and city centers continue to evolve, rooftop space comes more at a premium. Addison HVAC seeks to provide the best solutions for customers, and has developed an all-new compact dedicated outdoor air system (DOAS).

The AK Series delivers exceptional performance and versatility over its standard 3 – 90 ton range. It features a compact footprint with either vertical or horizontal discharge, and Addison HVAC says it is a perfect match for every application requiring dedicated outdoor air.

Additionally, the footprint matches many legacy Addison products and, as an added advantage, is smaller than many competitor footprints. From retail, offices, hospitality, and more, the new AK Series could be a perfect fit for a contractor's next commercial HVAC project. addison-hvac.com

GE APPLIANCES AIR & WATER SOLUTIONS

GE Zoneline® UltimateV12™ Heat Pump Single Package Vertical Air Conditioner with Makeup Air—provided in the Insta-Platform™ format, which eliminates the need for on-site customized platform construction, saving time and money. It is a 230/208 Volt unit.

GE Zoneline's case is an anti-corrosion design, with "Premium Guard" protection against salty and moist coastal environments. An exclusive rust-proof basepan and bulkhead provide another level of corrosion protection to ensure lasting performance in challenging environments.

Inverter technology enables variable speed operation, which is an



advantage with shorter recovery time, improved efficiency, sound quality and dehumidification. Consistent room temperature allows for total room comfort.

Makeup air and customizable variable speed fan technology provide the precise airflow for specific applications. For energy savings, makeup air delivery can be cycled based on occupancy, using a compatible occupancy detecting thermostat. Optional MERV 13 filtration available

Zoneline was designed with a self-contained drainage system. Easy installation allows for simple chassis removal while leaving plumbing completely intact. A Fast-Connect plumbing assembly allows for preliminary plumbing to be installed outside the closet and prior to installing the chassis.

The Insta-Platform and the VTAC are self-aligning with a lock-in-place system ensuring the unit is engaging with the plenum gasket

The plenum is easily installed from the interior of building, without the need for exterior building access. Caulking is required. It conveniently expands from 8-in. to 15-in., for a custom fit. geappliancesairandwater.com



LG

An advanced outdoor air treatment solution, LG Split Rooftop DOAS (Dedicated Outdoor Air System) is designed to handle 100 percent outdoor air and features a refrigerant heat recovery section and exhaust air secondary heat recovery coil and enables the vertical alignment of DOAS, VRF, and controls with ease. As a result, LG's Split Rooftop DOAS allows engineers, facility managers, and building owners to meet the demand for improved indoor air quality by conditioning outdoor air, and thereby providing building occupants with a more comfortable environment. In addition, It features a pre-installed energy recovery wheel, which transfers energy to yield cool and reheated air, ultimately reducing the unit's fossil fuel usage. lghvac.com/commercial



LENNOX

The Lennox Model L rooftop unit has been designed to be the most advanced rooftop unit in the HVAC industry, sources report. The Model L features an “ultra-efficient design” that delivers complete comfort at the lowest total cost of ownership, while reducing maintenance and service time.

Advanced HVAC solutions built in to Model L include:

- Variable-speed technologies. Model L units feature a lead variable-speed compressor and variable speed blower to maintain a constant discharge air and room temperature to efficiently deliver complete comfort.
- Enhanced dehumidification mode: Model L units are enable with an enhanced dehumidification mode, which is designed to provide additional dehumidification when both cooling and dehumidification demands are present.
- Humiditrol: this is a modulating hot-gas reheat dehumidification system that can vary the sensible and latent capacity of the Model L unit to better match the dehumidification demand of the space.
- Directplus blower: the 3-to-12.5-ton Model L units are equipped with a direct-drive, variable-speed blower that eliminates maintenance and service costs associated with traditional belt-drive motors.

lennoxcommercial.com

TRANE

Trane Precedent rooftop HVAC units are now available in four unit types, all of which meet the Department of Energy’s 2023 minimum efficiency regulations.



Precedent is easy to install and service, saving time and money from the very first day of operation. Simplicity through engineering makes all the difference when it comes to commissioning and maintenance. Standardized components across the line make ordering less confusing. And direct-drive motors need very little attention.

Built-in convenience features include:

- Right-sized for straightforward retrofits
- Color-coded and numbered wiring with key connectors
- Easy conversion from downflow to horizontal
- Single-side access with hinged access to control panel
- Single point power connection.

Precedent is available in four options to suit different climates, applications and sustainability goals.

Cooling only with optional electric heat; gas pack (electric cooling plus gas heating; all electric refrigerant system cooling and heating; hybrid and dual fuel, with refrigerant-system cooling and heating with gas auxiliary heating.

Trane sources say building owners who are facing stricter local and national building codes and regulations will find a ready-made solution in Precedent. And it provides outstanding part-load efficiency. Plus, our Heat Pump option uses all-electric, refrigerant-system cooling and heating to help meet building decarbonization goals.

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ELECTRIFIED & DECARBONIZED

HVACR product electrification and decarbonization was the main theme for many products on display at the 2023 AHR Expo. Others were focused on improving service or adding new tools to the technician's belt.



AHR Expo 2023 featured 1,779 exhibitors, including 425 international exhibitors, and 42,794 in attendance over the course of three days. “We are thrilled to see such a strong showing in Atlanta!” said

AHR Expo’s Nicole Bush. Here are some highlights we viewed over three long days. Expanded brand news will be posted in an online story on *contractingbusiness.com*. —Terry McIver, editor-in-chief. Booth photos by Terry McIver.



LG displayed its residential units and the entire line of commercial units and controls. Right: Matt Allen, left, and Jerry Edwards, LG Component Solutions.



AHR 2023’s initial Monday morning press event was introduced by Matt Allen, senior account manager for **LG Component Solutions**.

The division’s booth was separated into four zones for visiting contractors: residential products (scroll/rotary compressors); air movement (motors that drive air delivery and exhaust systems); auto and RV (smaller vehicle compressors); and a commercial zone (larger compressors for rooftop units).

During the **LG Electronics** press breakfast, Doug Bougher, executive director, applied sales, spoke on industry trends.

“The HVAC sector is growing phenomenally, despite what people say about the economy,” Bougher began. “At the same time, there are trends, such as electrification, from

the government standpoint as well as an optimal solution standpoint. If you think of the HVAC market as a \$10 billion market, heat pumps have gone from being 5, 10, 20 percent of [home] systems, to soon being the market majority. People will have to move in that direction as we get rid of fossil fuels for heating.”



LG’s Doug Bougher

Bougher said industry trends align very much with LG’s core technology and its expanding product lines. “HVAC in general will continue to do well, but I believe the technologies that LG has align with where everyone’s going, so I think we’ll be able to expand our business greatly over the next couple of years,” Bougher said.

For buildings, **LG Electronics** inverter scroll heat pump chiller provides a wide range of hot and chilled fluid for comfort and process applications, with “industry leading heating performance” that assists with electrification and carbon reduction efforts.

Addison HVAC’s AK Series of DOAS (dedicated outdoor air system) units continues to pick up momentum, said Director of Marketing Evie Siebert. “We’ve listened to customer feedback about important options and features needed, to be even more competitive in the marketplace. Our product development team has been hard at work, and we’re now pleased to announce the release and availability of AK,” Siebert said.

The 1 Series model DOAS is a drop-in match for several popular competitor’s models. The AK Series delivers exceptional performance and versatility over its standard 3- to 90-ton range.

Days prior to the show, **Chemours** had announced the official availability of Opteon XL 41, a non-ozone depleting,



low global warming potential refrigerant replacement for R-410A in residential and light commercial air conditioning, and scroll chiller applications. Chemours says it maximizes the benefits of the transition to HFO refrigerants while minimizing the impact of the transition. Opteon XL41 received an Innovation Award in the Cooling category. (See sidebar on p. 22 for more about Chemours at AHR).

Facility managers looking for an affordable and intuitive solution to integrate temperature and environmental monitoring and compliance data into their building management system can turn to one of the nation's leading energy management firms following a new partnership.

CGT Energy Solutions offers temperature and environmental monitoring integrations from a leading healthcare and laboratory monitoring provider, **Sonicu**. The two Indiana-based firms are collaborating for building managers to wirelessly connect monitoring data to their building's management system, improving compliance readiness and sensitive asset protection.

Climate Control Group showcased sustainable and industry-leading HVAC innovations for commercial and residential applications with an immersive, virtual presentation.

Featured CCG products were: ClimateMaster Tranquility® TRL, with an "unmatched" low profile water source heat pump;



Tony Pan, vice president, strategy, product development and engineering for ICM Controls, spoke with us about the ICM870 built-in start capacitor. The ICM870 monitors system health including voltage, current, compressor startup and integrity.



Gary Lampasona and Yellow Jacket's new 3-in-1 ambient CO monitor/manometer/combustion analyzer. The combustion analyzer CA502 is a major entry for heating systems tools by YELLOW JACKET®. The combustion analyzer CA502 ensures the safety, efficiency, and proper operation of residential and light commercial heating appliances.

IEC SureFlow® with four-pipe cooling and heating delivered with the simplicity of two pipes; ClimaCool modular chillers with geothermal loops; and ClimateCraft ACCESS custom air handling units.

Amanda Diaz manages the iGate2 thermostat, which is now part of the Trilogy and Tranquility platforms.

"iGate2 provides remote access to the system so contractors can use for service contracts, to grow their businesses, save on costs and service time, and not pay for an expensive building automation system," Diaz explained. "We're trying to simplify the diagnostic and commissioning process for contractors. There are mobile and computer interfaces that can



Amanda Diaz, ClimateMaster

be used to look at the system, diagnose it and set up a call," she said. iGate2 places the power of optimization in the palm of the user's hand by providing a real-time view of system data and schematics for performance, required maintenance and replacement."

Marijuana growers in search of simple and affordable temperature and environmental monitoring to protect their operations and meet rising regulatory requirements can turn to one of the most trusted names in climate control distribution.

Two leading experts in maintaining and monitoring appropriate temperatures and environmental conditions are partnering to make it easy for marijuana growers to buy and install temperature and environmental monitoring solutions. **Coldvision.ai** monitoring solutions are available at **ushvac-warehouse.com** and over-the-counter in their wholesale locations in Plant City, Fla. Growing facilities are monitored for: ambient temperature and humidity; air pressure differential; CO₂ and O₂; light detection; and loss of power.

make these systems as efficient as possible. Efficiency is the heart of sustainability and Daikin's legacy."

Daikin's residential products range from mid-tier Daikin *Fit* side-discharge condensers with efficiencies up to 16.2 SEER2 and 8.5 HSPF2 to high-end DZ9VC inverter ducted systems with efficiencies up to 22.5 SEER2 and 8.2 HSPF2. Daikin Applied recently launched VRV *EMERION* for commercial applications, providing either heat pump or heat recovery inverter technology. Daikin *ATMOSPHERA*, the next generation of single zone ductless products, is the first split system R-32 offering in North America for residential applications.



Copeland's ZFW variable speed scroll solution won an Innovation Award in the Refrigeration category. It is a line of brushless permanent magnet (BPM) motor-based scrolls paired with Copeland variable frequency drives EVM Series for use in low-temperature refrigeration applications — such as cascade systems as well as walk-in and reach-in freezers — which answer the call for more energy-efficient compression technology in the commercial refrigeration sector.

Emerson's ZPSK7 scroll compressor is the most efficient two-stage compressor developed in the 100-year history of the Copeland™ brand. The Copeland™ ZPSK7 scroll compressor is a product line of 1.5–5-ton two-stage compressors ideally suited for residential and light commercial HVAC applications. For the "cold chain," Emerson introduced the CC200 case controller, a stand-alone controller for virtually any type of refrigeration display case or walk-in box and all required loads. Built upon Emerson's extensive industry experience and utilizing their customers' insights, the CC200 controller is designed to handle the unique challenges of retail grocery refrigeration environments.



Daikin EMERION family

The **Daikin Comfort Technologies** and **Daikin Applied** teams were spotlighting their work in extending the boundaries of energy efficiency. "From homes to high-rises, the climate impact of buildings is largely tied to their ongoing operation," said Philip Johnston, general manager, Environmental Business Development Center, Daikin. "HVAC systems account for roughly 40 to 60 percent of energy consumption and associated emissions on a day-to-day basis. So it's important to



▶ Trane Addresses 6 Key Topics

Dave Molin, vice president, commercial HVAC controls for Trane, showed us around the Trane Commercial exhibit, which was organized into

a series of topic stations related to industry developments and issues, with an advisory team and videos showing how Trane address each of those issues with a product solution: He described the content of each station in detail, but to summarize:

Trends & Insights: A look at the megatrends affecting the HVACR industry from the customers' perspective, including decarbonization, energy efficiency, stimulus funding, renewable products and refrigerants.

Energy Efficiency: With Trane's newest solutions to address energy conservation and decarbonization, such as Precedent heat pumps with Symbio controllers or the new ACR chiller.

Electrification: Perhaps the major topic of this year's AHR show, and how it's driving heat pump technology across Trane's portfolio on the unitary and applied sides, eliminating the need for burning fossil fuels. This includes Calmac ice storage systems.

Connected Buildings: Trane has been in the connected building space for 11 years, long before it was common to gather data from buildings. "Today, Trane has about 32,000 commercial buildings across North America reporting to our cloud every 15 minutes

what is happening with the operating assets in those buildings," Molin said. "We can infer and identify service opportunities based upon the data."

Tools & Resources: Trane's offerings for the contractor or engineering community to make their jobs easier and more productive. These include Trace 3D Plus, an energy economics simulator.

Residential: Trane technology that improves accuracy in residential service calls. A Bluetooth based application "talks" to the Trane equipment prior to the technician leaving the home after installing the equipment, and conducts a checkout process. The software will immediately notify the technician of any problems. — TM



Fellowes conducted a survey in 2022 which revealed only 36 percent of office workers described the air in their offices as very clean. Fellowes is a leader in office air purification, and a review of their products by Arti Lyde, global general manager for air treatment, was very revealing as to the company’s capabilities. The major offering is Array™, an advanced, networked air quality system. Truly unique and attractive in design, the products are mobile, or affixed to walls or ceilings. Fellowes’ Array air purification system offers seamless and scalable integration into existing spaces, while complementing the work performed by HVAC systems. Automatic sense-and-react technology proactively responds whenever and wherever clean air is needed. Monitoring and real-time data includes visual displays and dashboard reporting.



Robyn Gastol said contractor success is a major motivator for GE Appliances Air & Water Solutions.

Robyn Gastol, commercial director of HVAC for **GE Appliances Air & Water Solutions**, described the company’s sharp focus on making life easier and more profitable for HVAC contractors. “Whether it’s with the installation or serviceability features we’re putting into products, program support to help dealers grow and develop their businesses, and the technical support and training we’re providing for dealers, that’s our rallying cry,” she said. “Every decision is made based on whether it is the right thing to do for the professional. We’ve been applying that across both the GE and Haier HVAC lines, through different programs we’ve been developing to support them.”



Diana Liem described features of the new CAT85 and CAT45 combustion analyzers from Fieldpiece. This is a new category for the brand. New Fieldpiece CAT85 and CAT45 combustion analyzers enable HVACR professionals to assess heating system emissions, draft pressure, and temperatures to support the overall fuel-efficiency and safety of furnaces. These new combustion analyzer models make analysis easier and more effective with a large touchscreen display interface delivering effortless readings, new sensor technology that maximizes uptime on the jobsite, a convenient rechargeable battery, and industry-leading wireless range when used with the Job Link® System App.



Cerus® X-Drive from Franklin Electric is an all-inclusive variable frequency drive (VFD) solution designed for versatility, intuitive startup and overall ease-of-operation.

Andrew Twitty, director, product management, unitary HVAC for **GE Appliances Air & Water Solutions**, said the objective is to provide good/better/best product offerings that leave no gaps in meeting contractor or customer needs.

That popping sound you heard from **Diversitech’s hilmor** area was from demonstrations of the very cool hilmor lineset cleaner, for use when installing an HVAC system or changing out refrigerants. A pressurized source launches a foam puck into the lineset that wipes the pipe clean of contaminants and remaining refrigerants. **Diversitech** continues to offer essential product solutions. Those include MasterCare leak sealants and coil cleaners, FreshAire UV IAQ lights and Big Goose condensate sensors.



John Keating, Honeywell Refrigerants.

John Keating, vice president/general manager, **Honeywell Refrigerants** stationary refrigerants, was upbeat and excited to talk about the whirlwind of changes in the refrigerant world.

“It’s an exciting time. Honeywell’s been anticipating the refrigerant needs of contractors, and 10 years ago we started down the [alternative refrigerants] road with Solstice refrigerants. We’ve invested time and energy and I think we’ve got the right solution at the right time,” Keating said. “The biggest challenge for HVACR contractors today is the forthcoming transition to A2L refrigerants. They’ve used R-410A for a long time, a non-flammable refrigerant. R-454B is a mildly flammable refrigerant, and will take some different handling and use instructions. For Honeywell Refrigerants, it’s important to provide good information so contractors and distributors know how to handle A2Ls.” Honeywell’s Solstice (N41) is R-454B.

Keating said training is being provided through distributors and wholesalers.



Dave Clark demonstrated the ease with which Malco's new C-RHEX driver cuts through mastic.

Rich Billinghoff, CEO of **Malco Products LLC** spoke for many exhibitors when he said the AHR Expo is one of Malco's favorite events. "It's an opportunity to really connect with the end-user customer. In particular this year, we're trying to double-down on new product innovation," said Billinghoff. "This is a good opportunity to do that. We get so much feedback from the field that we try to convert to product solutions for them. Two of those are the C-RHEX Sawtooth driver and our offset snips. When you have a product line that is that strong and pulls customers through and provides opportunities for field solutions you want to grow that product line," he said.

The "Rooftop Revolution" from **Lennox** is being supported by three models: L, N and X. Model L is Lennox's most powerful



It was great to once again see industry professionals out and about, walking and talking about all things HVACR.
AHR Exposition

and advanced rooftop unit, with the Lennox® CORE Unit Controller and advanced variable-speed technology to maximize energy savings. Model L rooftop units deliver the lowest total cost of owner through variable-speed components and intelligent operation, sources report. Model N—for Enlight—also uses the CRE control system with a mobile service app, optional wireless sensors and a built-in wireless gateway, offering the lowest total cost of ownership. Model X—for Xion—maximizes efficiency of maintenance and service, to reduce operational costs and reduce downtime.

Mike Smith of **Mitsubishi Electric Trane HVAC** spoke on the Intelli-HEAT™ Dual Fuel system, now in its second year of production. This Mitsubishi Electric solution connects with

Extended Interview Highlights



Gene Lanois, director of professional and enterprise industry partnerships for **NestPro**, was extremely glad to be attending the 2023 AHR Expo, after the team

missed the 2022 Las Vegas show due to lingering COVID-19 concerns.

"Having everybody here is a chance to talk directly about our main focus, which is that across all of our thermostats, there is now built-in HVAC monitoring. That includes notifying a consumer when they have a problem with their HVAC system, whether it's degraded performance or a system failure. That HVAC monitoring also works to keep a contractor connected to the customer," Lanois said.

If a contractor registers as a NestPro, they receive a six-digit ID number that is embedded into the Nest thermostats they install. "When a customer's [HVAC system] has a failure, they can contact their Nest 'pro' using the contact information. Or, the contractor can enable

the consumer to schedule an appointment through 'Angie', by pressing a blue button to schedule a date and time they want the contractor to show up."

Lanois said NestPro's advantage is in helping consumers know what's going on with their system and then using technology to enable contractors to stay connected to their customers, not having to rely on a sticker or magnet, with fingers crossed that they'll be called.

Joe Martinko, fluorochemicals business director for **Chemours**, spoke with **CB** about the need for contractors to prepare now for the transition to new refrigerant alternatives. Chemours's A2L offering is Opteon XL41 (R-454B).

"Original equipment manufacturers have done a lot of work to quality A2Ls for new equipment, ahead of what we expect to be January 1, 2025, when they will be required to switch to a low-GWP product. If you're a contractor, the next step is determining what you need to do, and make sure that you're trained to use A2Ls, which are different than R-410A. The good news is there's not a



Brandon Marshall, left, and Joe Martinko spoke to attendees about Chemours Opteon XL41 as a leading new refrigerant alternative, and the need to take action soon when choosing a refrigerant to replace R-410A.

lot of difference from a standpoint of the pressures and temperatures and the handling of the material, except for the fact it's mildly flammable. There have been many collective efforts in the industry to provide training. We're also working on NATE-certified training, where we go out in-person to put training in place," Martinko said.

"The third piece is going to the Chemours website, where we have information and videos to help them with it. OEMs are also providing training, as well as groups such as ACCA. It needs to be a collective effort to get it done." - TM

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A FEW HIGHLIGHTS:

Future Proof Your Business and Profit

Contractor Forum Live: Find and Keep Great People

ACCA MIX Group® MIXer

How to Play the Game in a Down Economy

Marketing Masterclass: Community Engagement for Contractors

Codes & Coffee Live: How Much Will Electrification Really Cost You?

Issues Smackdown! The Contractor Town Hall

Keynote Speaker: Dee Ann Turner, 33-year Chick-fil-A veteran, The Secret Sauce of Legendary Company Culture

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Air Conditioning Contractors of America



The IntelliGen™ refrigeration controller by Heatcraft Refrigeration Products delivers unmatched temperature control, sources report. It reduces temperature fluctuation, brings the system to optimal temperature faster and optimizes cooling time through fan cycling.

any thermostatically controlled furnace. Smith stressed Intelliheat's ability to heat homes and buildings when the temperature plunges as to as low as -13F.

"That impresses customers, how infrequently the system switches to gas. That's why it's dual fuel. The heat pump switches to gas at a certain time. One is a temperature switch-over," Smith explained. "If the controller detects that the electric is not keeping up [with the falling temperature], it will switch to gas. The other switch point is economics: the homeowner can determine that if the temperature drops below zero, the heat pump will work, but it will work harder, and consume more electricity, so they will switch to gas."

NIBCO INC., a U.S. manufacturer of valves, fittings, and flow-control products, recently updated its BIM models to improve functionality across the Autodesk® Revit® platform. To better integrate with Autodesk® Revit™, NIBCO converted its valve CAD models to a leaner file that is compatible with the Fabrication CADmep™ toolset. It also repositioned its connector points to improve fabrication spooling accuracy.

Rheem's commercial Renaissance™ HVAC line was designed to deliver powerful performance in packaged units that are specifically engineered for easier installation and service. The products feature industry-common footprints that eliminate the need for a new curb adapter, plus common connection locations and convertible airflow to save labor and material costs. Intelligent, built-in features reduce time spent on industry-standard service and preventive maintenance by up to 100 minutes over other commercial HVAC brands. Rheem's goal is to increase energy efficiency and reduce emissions, an effort that continues to drive change in the HVAC industry.



Rheem's Endeavor™ residential lineup of gas furnaces, air handlers, split and packaged air conditioners, split and packaged heat pumps and packaged gas electric units is fully compliant with the new 2023 Department of Energy regulations.

Samsung's exclusive WindFree™ cooling technology provides end-users with a cool indoor climate and optimal energy efficiency without the discomfort of direct cold airflow. The latest mini split lineup includes the WindFree™* 3.0, 3.0e and 3.0i. The Hylex™ unit is Samsung's first universal, inverter-driven heat pump that serves as a direct replacement for a traditional cooling-only or heat pump unitary outdoor units.



Rick Nadeau described the many features and benefits of Samsung's WindFree 3.0e.

Hylex™ units connect to any coil with a TXV (conditions apply) that can be applied to full (new system) or partial (replacement) applications.



simPRO's Haley Craven

We spoke with Haley Craven, field marketing manager for **simPRO** software. "Our project management software is our big differentiator from something like a Service Titan or others," Craven said. "We deal more in commercial HVAC vs. residential. It's for longer term projects over multiple days, which is our niche. We launched simPRO LITE for smaller businesses that are one to five person operations. We're trying to provide a suite of products rather than one. The other development is, we've redone our takeoffs, as an add-on to our products. Users can create takeoff estimates quickly and easily with simPRO's takeoff add-on. They can associate their drawings directly with simPRO projects, create a list of material estimates with associated fit times, and update these directly into the simPRO project's cost centers," Craven said.

Representing **Sporlan** once again was the very knowledgeable Dustin Searcy, who has a solid command of the brand's various offerings and advantages.

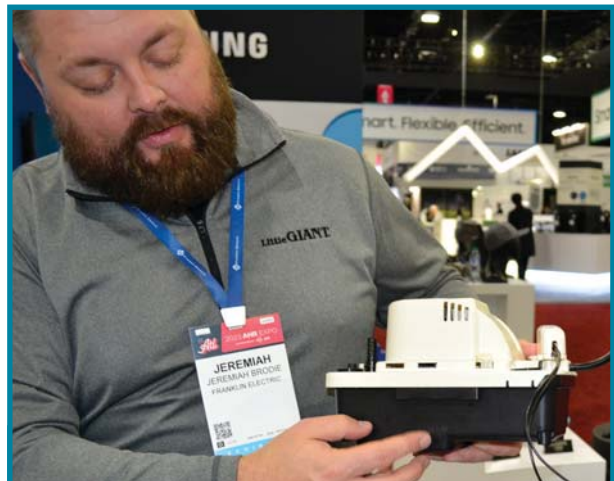
Searcy told us Sporlan has expanded its modulating three-way expansion valve, to include modular sizes for rooftop systems. "The NTW-21 and the NTW-7 enable us to work with reheat systems and make sure we have the products customers are needing," Searcy said. "We've reformulated and revised some of our filter drier products as well, and expanded our



Dustin Searcy with some of the newest valves offered by Sporlan.

offering with electric expansion valves in the commercial and residential air conditioning space. The new filter driers are compatible with HFC and HFO refrigerant blends, including the A2L refrigerants, as are its expansion valves for residential and commercial space and Sporlan’s electric expansion valve models,” Searcy said.

In the press fittings arena, he said, “ZoomLock offerings are always expanding. Our new ZoomLock MAX fittings will expand to 2-1/8 in. The ZoomLock PUSH fittings will be available up to 1-1/8 in. The Press-to-Connect fittings will also expand to larger sizes in response to end-user demand.”



Jeremiah Brodie points out features of the VCMA-20-PRO condensate pump. With the slimmest footprint of all Little Giant condensate pumps, the VCMA-20-PRO Series offers the broadest range of installation flexibility, allowing for critical condensate removal from air conditioning, refrigeration, and dehumidification equipment even in tight spaces.



Andrew Twitty espoused the ease of installing the GE Appliances Air & Water Solutions CONNECT unit.

Parker ZoomLock Refrigerant Fittings, designed for the air conditioning and refrigeration markets, allow contractors to make leak-free connections in seconds. In addition, they now have ZoomLock MAX, Press-to-Connect, and ZoomLock PUSH Push-to-Connect refrigerant fittings.

.....
Trane by Trane Technologies announced in November updates to its Precedent®, Odyssey™, and Foundation® lines of HVAC systems that help customers with buildings of all sizes embrace electrification and decarbonization. Foundation is pictured at right. Trane also released version five of its essential system design software, TRACE® 3D Plus, with new capabilities engineers can use to design and validate projects with confidence and clarity.



Trane has released new standard and high-efficiency Precedent heat pumps in 12.5- to 25-ton capacities. The Precedent line meets the U.S. Department of energy (DOE) 2023 energy efficiency standards. All next-generation units released to date are now available in a high-efficiency model that exceeds those standards by 25% or more.

.....
Regan Axtell described **YORK**’s new, two-stage air handler with a redesigned blower that’s 10 percent more efficient than prior models. “The 97% AFUE multi-speed ECM furnace meets the IRA 25c tax credit efficiency requirements. It’s been redesigned for install-ability, serviceability and reliability. It has front-facing screws on the ignitor, flame sensor and blower, and a repositioned combustion vent that provides easy access to the coil. SEER2 is the predominant motivator in product redesign,” Axtell said. **CB**

Food City First To Install Honeywell Solstice® N71 Refrigerant

Honeywell is helping Food City reduce its carbon footprint and improve energy efficiency.

MORRIS PLAINS, N.J., February 6, 2023—Honeywell announced on the first day of the 2023 AHR Exposition that Food City supermarkets had installed Honeywell's Solstice® N71 (R-471A) refrigerant in its store in Kodak, Tenn. The refrigerant is being used to cool the store's beverage section while helping increase energy efficiency and reduce environmental impact.

Solstice N71 is Honeywell's newest low global-warming-potential (GWP), non-ozone-depleting, non-flammable refrigerant based on hydrofluoroolefin (HFO) technology. The solution is optimized for use in supermarkets, cold storage warehouses, industrial process refrigeration, ice rinks, con-



venience stores and drug stores. Honeywell assisted Food City with the installation in collaboration with Hussmann, Emerson and Danfoss.

“With Solstice N71 up and running in Food City's Kodak, Tennessee, store, customers will have access to fresh, chilled beverages at their convenience, made possible by refrigerant technology that is improving energy efficiency, reducing impact on the environment and keeping people safer,” said John Keating, vice president and general manager, Stationary Refrigerants, Honeywell Advanced Materials.

Solstice N71 is the supermarket industry's first and only non-flammable HFO refrigerant blend with a GWP of less than 150 for new equipment in medium temperature applications. The solution enables medium temperature commercial refrigeration systems to provide an energy efficiency improvement of 30% compared to carbon dioxide (CO₂) and 13% versus R-404A.[1] It can be utilized in a variety of system architectures and does not require an elite skillset for servicing, offering a lower total cost of ownership. Solstice N71 also does not operate at high pressures, which reduces the risk of

system failures and unexpected related expenses.

Honeywell's 10 years of research and development of Solstice has surpassed \$1 billion dollars. It began when Honeywell anticipated the need for lower-GWP refrigerant solutions to combat climate change. The product line -- which sources report helps customers lower their greenhouse gas emissions and improve energy efficiency without sacrificing end-product performance -- includes refrigerants for vehicle, commercial and residential air conditioning applications, heat pumps; blowing agents for insulation; aerosol propellants; solvents for cleaning solutions; and are being evaluated for use in metered-dose inhalers.

Sources report that using Honeywell Solstice products has helped avoid the potential release of the equivalent of more than 295 million metric tons of carbon dioxide into the atmosphere, comparable to eliminating emissions of more than 62 million cars.[2]

Honeywell reports it is committed to achieving carbon neutrality in its operations and facilities by 2035, and recently announced a new set of commitments that further advance its sustainability goals, including committing to set a science-based target with the Science Based Targets initiative (SBTi) that will include scope 3 emissions and participation in the U.S. Department of Energy's Better Climate Challenge (see <http://bit.ly/3LXt6Ud>.)

IN RELATED NEWS, Honeywell announced on Feb. 3 that Heatcraft Refrigeration Products, a manufacturer of commercial refrigeration equipment and systems as part of Lennox International, will use Honeywell Solstice® L40X (R-455A) in its walk-in unit coolers, condensing units and condensers for supermarkets and retailers, now in development. Honeywell Solstice® L40X is a ready-now, low-global-warming-potential (GWP), energy-efficient hydrofluoroolefin (HFO)-blend solution for commercial refrigeration applications. **CB**

[1] Based on thermodynamic analysis with the following conditions: evaporation temperature of 20F for both R-471A and CO₂; evaporator superheat of 9F for both R-471A and CO₂; suction superheat of 18F for R-471A and 9F for CO₂; compressor isentropic efficiency of 65% and volumetric as 100% for both R-471A and CO₂; ambient temperature for R-471A is 105F (20F TD; 0F subcooling) and for CO₂ gas cooler outlet temperature is 89F (4F approach temperature); gas cooler pressure (optimized for maximum COP) for CO₂ is 83 bar (1204 psia); capacities for R-471A and CO₂ are matched.

[2] Calculations are based on Solstice products sales actuals from January 2015 through July 2022, and utilize the EPA GHG equivalency calculator for conversion.

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BY CHARLIE GREER

How HVAC Contractors Profit from 'Electrification'

Whether or not you're a conservationist or believe in man-made global warming, I've got to believe that you're for clean air and water.

It's common knowledge that fossil fuels contribute to air pollution, also known as greenhouse gases. Air pollution pollutes the water and soil when microscopic pollutants fall from the sky.

We all know that it's only a matter of time before we either run out of fossil fuels, or that they create so much pollution that life on Earth, as we know it, becomes extinct.

The powers-that-be have a plan they call "electrification", or using electricity as a source to provide a service previously met by other energy sources. Like it or not, it's coming. Some cities in the USA have started prohibiting natural gas hookups for new home construction.

Governments and companies around the world are committed to cutting emissions of greenhouse gases and reach carbon neutrality by 2050. This will require a transition away from fossil fuels such as coal, oil and gas, and a move toward solar, wind, hydro, and geothermal.

In a perfect world, this technology will make electricity more cost-effective than the use of fossil fuels.

Electrification makes homes more energy efficient, thereby reducing electric bills and cutting down on pollution.

How We Profit from Electrification

More and more people will be installing heat pumps in their homes, which are more expensive than the straight cool systems, and are a key component of electrification. The International Energy Agency estimates that heat pumps currently provide only 5% of space and water heating requirements globally, but have the potential to provide over 90%. They also flatten the electric demand curve by eliminating the peak electric supply requirements required by air conditioning, which will be necessary once everyone in the country needs to charge their electric cars all at once.

Many HVAC companies have begun selling and installing solar energy. That's a big ticket item, and I know one



NATE, HVAC Excellence Expand Heat Pump Education

To ensure HVAC technicians are prepared to install high-efficiency heat pumps in all areas of the United States, particularly in homes with existing fossil fuel heating systems, DOE and Pacific Northwest National Laboratory (PNNL) worked with two leading HVAC training organizations, North American Technical Excellence (NATE) and HVAC Excellence, to add curriculum from DOE's Building Science Education Solution Center (BSESC) into their HVAC certification and education standards.

HVAC electrification topics help instructors modernize their programs in line with DOE decarbonization goals and an evolving industry landscape, so building science experts at PNNL worked with each group to identify opportunities to add new topics associated with converting existing fossil fuel systems to electric heat pumps—including cold-climate and dual-fuel systems, programmable thermostats, and smart diagnostic tools. As a result, NATE has

decided to update its Heat Pump specialty certification. HVAC Excellence also followed suit, announcing updates to its competency and task list for instructors of HVAC educational programs, and PNNL is establishing more collaborations with industry certification bodies and educational publishers to announce later in 2023.

HVAC Excellence also worked with PNNL to better incorporate BSESC's decarbonization curriculum into its competency and task list, which defines the basic knowledge areas that should be included in HVAC training programs. HVAC Excellence is focused on improving the quality of education within the HVAC industry, working with approximately 1,100 out of the 1,400 HVAC training programs in the U.S., and its competency and task list serves



as a guide for preparing students with the knowledge and skills needed for successful industry employment. This list is also used by textbook publishers to guide topic choices and earn the HVAC Excellence seal for their books. The updated list was released in December 2022.

Learn more at bit.ly/heatpumptraining.

HVAC salesman that says it's easier to sell than replacement systems.

Smart Homes

Smart homes with integrated appliances, smart thermostats, and LED bulbs make homes more efficient, safe, and comfortable. When you walk into any of the big box retailers, there's a home automation aisle. If they're going to give it that much shelf space, there's got to be money in it.

People want control over every aspect of their lives, and they want to be able to do it through their smart phones. Home automation has come into its own, and the growth opportunity for HVAC contractors is boundless.

Home automation is an additional product, and consequently, a profit center, in itself.

These are all controlled with a single app on a smart phone or through a website on a computer. They're easy for to install and easy for his customers to use.

You don't need to spend lot of money on marketing. The entire marketing program can be based on service technicians and salespeople starting the conversation. Technicians are trained to say, "Mrs. Jones, would you like to be able to control your thermostat, your lights, and your door locks from your smart phone?"

Once someone owns a smart thermostat, you sell them:

- Water valves
- Cameras
- Garage door openers
- Fan controllers
- Light switches
- Light bulbs
- Door locks
- Smoke detectors
- Glass-break detectors
- Water sensors
- Doorbell sensors.

Part-time residents like the fact that, if they're out-of-town, they get an alert on their smart phone if the temperature or the humidity in their home rises.

Include a smart thermostat with every replacement installation. Have s brochure that shows customers what it can do for them. One contractor I know says that, once a customer agrees to having the thermostat installed, they'll look through the brochure and order additional home automation devices.

Once a customer starts using the system and sees how easy it is to use, they start thinking about where they want things like cameras, and how they can use the system to do things like:

- Monitor when their children are home (and whether or not they're alone)
- Turn their television on so it looks like they're home
- Turn on their coffee maker
- Watch their pets.

Make electrification work for you by selling more heat pumps, consider getting into solar, and add home automation to your product line. You'll make more money with new profit centers, set yourself apart from the competition, and tie customers to your business. **CB**

Home automation is an additional product, and consequently, a profit center, in itself.



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CHARLIE GREER was voted "Favorite Industry Sales Trainer," "HVAC Consultant of the Year," and is a member of the Contracting Business Hall of Fame. For info on Charlie's products or services, call 1-800-963-HVAC (4822) or go to www.hvacprofitboosters.com. Email you questions or comments to charlie@charliegreer.com.

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BY MATT MICHEL

How to Make KPIs Simple and Relevant

Key performance indicators (KPIs) can be some of the best tools a contractor uses to manage an HVAC business. To effectively create and deploy them, you should understand what they are, how they work, and the pitfalls to avoid.

KPIs are Situational

Do not be intimidated by the terminology or overthink it. They are exactly what the name implies. There are many metrics for a business. Those affecting performance are simply, performance indicators. Not all performance indicators are created equal. Not all are useful. What works in some businesses may not work well for others. Nevertheless, every business owner can identify a few key performance indicators (KPIs) that detect if a business is on track for the goals important to the owners.

The goals are important. They will differ for companies in residential versus commercial and service/replacement versus new construction. They will differ for small companies trying to grow versus larger companies trying to maximize profitability.



KPIs are those metrics that determine your ability to reach business goals.

KPIs also vary by department and position. The KPIs used for the overall company are not necessarily the same ones used for the service department. However, it is important that the service department KPIs support the overall company. In other words, the KPIs need to be internally consistent and not at odds with each other.

KPIs may be financial in nature, or operational, sales, or marketing related. They can be forward-looking, which are leading indicators of performance. Or, they can be backward-looking, which help explain why the results were attained. Personally, I prefer to stress the forward-looking KPIs. As long as they are within a desired range, the ship is sailing on course.

Must be Relevant

Obviously, it must be a “key” performance indicator. With today’s field service management (FSM) software it is possible to track a host of things that were impossible or impractical to measure in the old days. Just because you can measure it, does not mean it is useful information. You can measure

miles traveled by your service vehicles, but does that really mean anything?

Ask yourself, what are the things that determine my ability to reach my business goals? Some of these should be obvious. Are you generating more cash than you are using? Why cash and not EBITDA? The answer is, you can accrue revenue without getting paid. While you can factor some receivables for cash at a discount, as a rule you will find it hard to use receivables to pay the bills. Cash, on the other hand, is very fungible. Cash is king.

Your ability to get and keep customers should also be fundamental. What is the “key” performance indicator here? Residential service and replacement companies might consider the size of their service agreement base since ever service agreement represents a future replacement. Is it growing? They might also look at average service ticket, average installation price, and of course, gross profit.

On the sales and marketing side, you might measure leads generated from marketing, lead conversion into sales or service calls, sales close rates, and so on. If you close rates start dropping, you are clearly headed for trouble. Why are the dropping? The salespeople will latch on to the last lost sale or simply, blame price, but is that the real reason? It could be anything from a salesperson’s closing techniques to the salesperson suggesting he can save the customer a couple of thousand dollars if he does the installation himself, over the weekend as a side job.

Keep KPIs Simple

Keep your KPIs simple, easy to understand, and relatively few in number. Avoid the temptation to generate all kinds of meaningless, complex data using your FSM software.

The SMART acronym for goals applies to KPIs. They should be Simple, Measurable, Achievable, Relevant, and Time-bound. To measure relevance, ask what happens to the company if the KPI falls outside of the range? Unless the impact to the company is significant the KPI is insignificant.

Finally, do not strive for immediate perfection. Great is the enemy of good enough. Perfection is the enemy of getting started. Just start. Then, improve over time.

*For more information on KPIs, attend a complementary Service Nation Alliance “Success Day” where KPIs are discussed along with other business concepts. To learn more, visit the Service Roundtable at www.ServiceRoundtable.com or call 877.262.3341 and ask for a schedule of Success Days. **CB***

Matt Michel is President of Service Nation and a member of the Contracting Business Hall of Fame. You can reach him at mmichel@servicenation.com or 214.995.8889.



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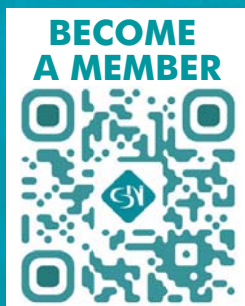


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