January 31st, 2014



MGM Products Inc. Presents Service Awards to Tony Whatley and Ricky Lanning



Carson Green (middle) Presents 25 year service award to Tony Whatley (I) and 20 year service award to Ricky Lanning (r) for their outstanding service to MGM Products Inc.

MGM Products, Inc. took time to celebrate two long tenured employees last month with a party and awards.

Ricky Lanning received a service plaque for 20 years of faithful service to the company.

Tony Whatley received a 25 year service plaque. Both employees have provided hard work, dedication and longevity to their positions and have

been valued team members for a quarter century.

"When you have good employees that can hold a valued position in your company for as long as these guys, it allows you to focus your attention in other areas and achieve higher goals", said Carson Green.

"MGM would not be the same without their talents and dedication, Carson went on to say"■



INSIDE NOTES By: Curtis Parrott

I just got back from the 2014 AHR Expo. Despite a storm that dropped 10 inches of snow on New York City and created a State-of-Emergency in parts of the state, the severe weather couldn't stop thousands of determined attendees and exhibitors from filling the aisles and booths at the 2014 AHR Expo held at the Javits Convention Center in NYC, January 21-23.

According to Show organizer International Exposition Company, a total of over 61,000 attendees (43,000 visitors from all over the world) and 18,000 exhibitor personnel) registered for the 2014 AHR Expo.

HVACR professionals from all 50 states and over 130 countries braved the elements to see the latest products and technologies on display from over 1,900 exhibiting companies from around the world.

The weather was very nasty with a blizzard the 2nd night I was there. The temperature was a cool 10 degrees below zero counting the wind chill factor and the snow was blowing sideways through the streets of New York City. It made this recent Atlanta storm look small in comparison.

Emerson Climate Technologies captured the 2014 AHR Expo Product Of The Year Award for their Next Generation Copeland Scroll variable speed compressor line. Featuring the company's second generation of variable speed technology, the new product line can achieve cooling levels of 25+ SEER and heating efficiencies up to 13 HSPF.

We are working on the 1st Quarter National edition that will be mailed shortly. Be sure to take a look at it for all the news about the recent AHR Expo event. Keep the Faith!



AeroSys Unveils New Products at 2014 AHR Expo in New York City



Rick Wolf and Jeff Steidle at their booth during the 2014 AHR Expo Show in New York City unveiling new product lines.

AeroSys unveiled several new product lines at the resent 2014 AHR Expo held in New York City.

The AeroPak [™] series units are the first modular compact Thru-The-Wall heating and cooling unit that run on gas or electric. The new AeroPac[™] system allows each tenant or condo owner to have complete control of their comfort needs. The unit comes with a 5 year limited warranty on all parts and a 5 year compressor warranty.

RectorSeal[®] Acquires AquaGuard[®], Goliath[®] and Titan[™] HVAC/R Product



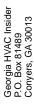
David Smith, President-RectorSeal, Gabriel Isaacs, former (COO) of RCT and now COO of Vizco, Henry J. Gohlke, VP Capital Southwest Corp. RectorSeal acquired RCT on Jan. 2, 2014. The three companies worked out additional details at the International (AHR Expo 2014) in New York.

RectorSeal® Corp., a leading manufacturer of quality HVAC/R products, recently acquired certain assets of Resource Conservation Technologies (RCT), Sarasota, Fla., manufacturer of the airconditioning condensate management float switch product line AquaGuard®. The acquisition also includes RCT's made-in-the-USA Goliath® and Titan™ brands of plastic condensate overflow pans for air conditioning units.

The Jan. 2nd, transaction positions the 76-year-old RectorSeal as a market share leader with its existing Safe-T-Switch[®] and EZ Trap[®] condensate management switches and accessories product lines. RectorSeal plans to retain and market the AquaGuard brand as well as the acquisition's *continued on page 3A*

Mike Wood Working Outside Sales for Southern Pipe & Supply

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——— continued on page 3A

Mike Wood

side Sales for Southern Pipe

and Supply Company. Mike

is working the Metro Atlanta

area out of Southern Pipe &

HVAC industry and has worked

in many capacities for the last

21 years in Georgia. Mike ran

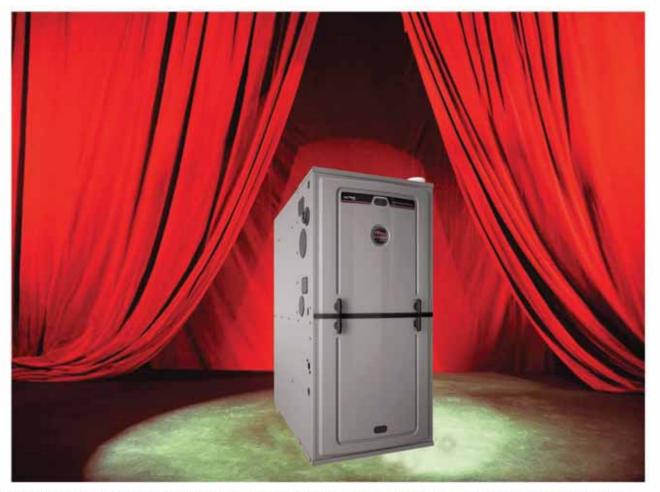
Mike is well known in the

Supply's Lilburn office.

Mike Wood is working Out-

Set the Stage for a RUUD Reliable New Year

WITH THE NEW RUUD U96V 96% AFUE EFFICIENCY ULTRA SERIES GAS FURNACE



This heating season be the star of the show by offering the New RUUD Ultra Series U96V Gas Furnace distributed by Dealers Supply Company. This unit features two stages of operation to save energy and maintain optimal comfort levels while the variable speed ECM motor provides quieter sound levels, ultimate humidity control and year round savings. The U96V is also designed with PlusOne Diagnostics - our industry's first 7 segment LED display that makes diagnostics quick and easy. With the New Ruud U96V 96% AFUE Two Stage Gas Furnace you set the stage for your customers to stay comfortable and save energy and that is an award winning combination!

See us on the web at www.dealerssupply.net 82 Kennedy Dr.	ž	1337 Angel Rd. Suite #1 Kernersville, NC 27284 (336) 992.2494 4364 Interstate Dr. Macon, GA 31210 (478) 471.0011	
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4065 Nine McFarland Dr.	1591-A Lester Rd.	1541Wilmington Hwy.	1148 Hayes Ind. Dr., N.E.
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(770) 751.9350	(770) 483.2122	(910) 223.3189	(770) 424.0355
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Austell, GA 30168	Columbus, GA 31909	Gainesville, GA 30501	Newnan, GA 30263
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3731 Wood Park Blvd. #N	2225 Button Gwinnett Dr.	1120 Cain Lane	3801 Tarheel Dr. Ste. 106
Charlotte,NC 28208	Doraville, GA 30340	Griffin, GA 30224	Raleigh, NC 27609
(704) 405.9900	(770) 447.5694	(770) 467.8828	(919) 861.9854

RectorSeal® Acquires AquaGuard®

other brands--Goliath secondary drain pans and furnace risers, and Titan flexible secondary drain pans.

"We saw RCT as a fastgrowing company with unique products that will expand the breadth of RectorSeal's HVAC/R offerings, especially in the condensate management niche, which is an important part of our existing product offerings," said David Smith, president, RectorSeal Corp., which is a subsidiary Capital Southwest Corp., Dallas.

The AquaGuard float switch and Goliath secondary drain



pan lines, strengthens RectorSeal's industry-leading position in HVAC/R condensate management, which also includes products such as Aspen condensate pumps for ductless mini-split air conditioners, EZ Trap traps and condensate switches, Actabs[™] biocide tablets and other accessories.

RCT products will continue to be sold through traditional HVAC/R wholesalers and are now supported by RectorSeal customer and technical support departments at 800-231-3345.■

- continued from page 1A

Mike Wood working Metro Atlanta Area for Southern Pipe & Supply

his own distributorship, Woods Supply. He worked for 8 years with Lowes Supply in sales and 8 years with Hughes Supply as a Department Manager and Outside Salesman.

You can reach Mike at Southern Pipe & Supply's Lilburn office at: 678-924-0369. His cell number is 770-480-5351. Email Mike at: mike.wood@ southernpipe.com.

About Southern Pipe & Supply Our company has grown tremendously since our family joined the plumbing-supply business in 1938. Southern Pipe is now one of the largest privately held, independent distributors of brand name plumbing, heating, airconditioning (HVAC), industrial,

We are your



To tip us off to breaking news in your area, email: cdp6400@gmail.com

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mechanical, and waterworks materials in the Southeast. We have over 90 locations in Mississippi, Alabama, Louisiana, Georgia, Arkansas, Florida and Tennessee. Come visit us at:

www.southernpipe.com <u>continued from page 1A</u>

AeroSys Unveils New Products

projects require more than the min. 12 SEER and the THDC-HSA, Thru-The-Wall condensing units deliver that with 14 SEER units.

Combining the latest in technology to meet the most demanding requirements by architects, engineers and multi-family developers, Aero-Sys has become the choice for quality and reliability. Go to:

www.aerosysińc.com For more information or give them at call at: 301-620-0002.

To the Readers:

Although I'll make a stupid mistake from time to time as we all do, I hate it when it happens.

Last month I ran the incorrect ad copy for Southern Pipe & Supply Company. My apologizes to all for the confusion. Please look at their ad on page 2B for corrected information.

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Insider Newspapers, Inc.

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Fresh-Aire UV® Introduces a Free UV-C Demonstration Trial Program for Commercial/ Industrial Building Owners

Free on-site trial includes a full HVAC system IAQ analysis valued at several thousand dollars and is available to contractors and their building-owner customers.

Fresh-Aire UV®, Jupiter, Fla., is now offering a free on-site ultraviolet germicidal irradiation (UVGI) system demonstration trial and analysis for commercial/industrial HVAC air-conditioning systems used in healthcare, industry, hospitality, education and office buildings.

The free UV-C Demonstration Trial Program is available to any HVAC/R contractor or their building owner clients in the continental U.S. The program kicks off Jan. 21 at Fresh-Aire UV's (Triatomic Environmental) AHR Expo booth #2409 in New York City, or throughout 2014 by visiting www.freshaireuv.com or calling 800-741-1195. The free program is valued at several thousand dollars per trial. Applicants fill out a form indicating HVAC system size, age, and maintenance history and other background information. If eligible, a licensed, Fresh-Aire UV-certified HVAC/R technician will provide a free before-and-after onsite mechanical equipment analysis detailing more than a dozen parameters such as HVAC system surface microbial

Bosch Tankless Training Coming to a Branch Near You

R.E. MICHEL COMPANY INC.



5 Dates - 11 Branches

Learn about the Bosh line of tankless water heaters. Training will cover the Bosch Greentherm condensing models with an EF of 0.95 as well as the non-condensing gas tankless and electric water heaters.

Feb 17th Branches: Forest Park, Conyers, Clarkston & McDonough
Feb 18th Branch: Fort Oglethorpe
Feb 19th Branches: Kennesaw & Lithia Springs
Feb 20th Branches: LaGrange & Newnan
Feb 21st Branches: Lawrenceville & Alpharetta

Classes will fill up quickly. Contact the branch for times and to register!

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NEW!

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growth issues, static pressure, temperature differentials, VFD history analysis, etc. Then a free temporary demonstration UV-C light system will be installed via a magneticallymounted assembly and plug-in power supply. "We want the most difficult air handlers to maintain so we can prove our technology to end-users that haven't experienced the benefits of UVGI technology," said Chris Willette, president, Fresh-Aire UV, inventor of the popular Blue-Tube UV® 24-VAC low-voltage UV system.

Eligible commercial/industrial buildings must have more than one air handling unit of at least 10,000-cfm. Besides microbial control, buildings with odor challenges are also eligible for a free volatile odor ororganic compound (VOC) control demonstration trial with Fresh-Aire UV's APCO air purification system, which combines UVGI, gas-phase air purification and photocatalytic oxidation (PCO) technologies.

After the 60-day trial, endusers have the option of purchasing the equipment.

For more information please visit www.freshaireuv.com, call 1-(800) 741-1195 or email: sales@freshaireuv.com.■

The Question of the Year!!!!??

We are always hearing about how Social Security is going to run out of money. How come we never hear about Welfare running out of money?

What's interesting is that the first group "worked for" their money...the second didn't!!



New Innovations from Packard ANFLEX

There's a new Titan in town.

Introducing Titan Flex® - The ultimate inventory reducing multi-rated capacitor sensibly designed for the way today's technicians work.

Featuring a range of the most popular industry mi-crofarad ratings at both 370 and 440 volts, Titan Flex® provides the ultimate convenience in a lightweight, easy



to install capacitor

Flexibility from the core. As an all-in-one solution Titan Flex® creates an efficient work environment for service technicians. Plus its proprietary seven individual coil design provides integrity for each rating, allowing for flexible usage. About Packard

For over fifty three years, Packard has been a master distributor of HVACR solutions for manufacturers all over the world. Our extensive history with the strongest domestic supplies and our vast experience with global sourcing, allows us to bring the most innovative and highest

quality products available to out customers. Our brand offering includes top industry names, as well as our own exclusive privatelabel lines. With corporate headquarters located in Kennesaw, Georgia, Packard has strategic sales offices in New Jersey, Virginia, Oregon, California, and Michigan as well as forty one independent manufacturers' representatives servicing wholesalers across the United States and Canada.



HVAC contractors instantly know which customers require service via local, text and e-mail alerts; Ideal for efficiently managing field resources and maintenance contracts

The new WiFi enabled FIL-TERSCAN® WiFi Air Filter Monitor and Notification System from CleanAlert notifies contractors and building operators via local, text and e-mail alerts when a filter needs servicing by measuring differential pressure changes in a HVAC system.

By taking the guesswork out of servicing filters, the FILTER-SCAN WiFi will optimize filter life while helping HVAC contractors, building owners and facility managers avoid higher energy bills, compromised air quality and costly repairs.

CleanAlert introduced the FILTERSCAN Air Filter Clog Detector in 2012. The FIL-TERSCAN WiFi adds the ability to send communications regarding air filter status to a personal computer, tablet, or Smart phone via a cloud database server - ideal for HVAC contractors servicing multiple residential communities, apartment buildings or national & regional contracts.

Using patented differential pressure methods to actively gauge a filter's status, the monitor is easy to install and

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TRUCK CAPITAL OF GEORGIA FOR THE HVAC INDUSTRY!

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Register Online @ www.acca.org

Prefer to sign up by phone? Call Vickie at 703-824-8856. Sign up by DECEMBER 15 to receive a free DVD recording of all of our 2014 Learning Labs! (The recordings will be sent following the conference. Limit one per company.)

- Early Bird Pricing (Until January 31):
- Full Conference: \$595
- Social Pass: \$235
- Register Now

Gaylord Opryland Resort & Convention Center Reserve Rooms Online

Or Call 877-351-5021 and mention code A-ACCA3

An extraordinary event like ACCA 2014 requires an extraordinary location! That's why we have selected the Gaylord Opryland Resort & Convention Center as the host for both our conference and IE3: The Indoor Environment & Energy Expo.Book your rooms as soon as possible to secure our low conference rate — book online or call 877-351-5021 and mention group code A-ACCA3.

Nashville's premier hotel, the Gaylord Opryland offers guests all the excitement and energy of Music City under one spectacular roof. Beneath Opryland's climatecontrolled signature glass atriums, and nestled in a bend of the meandering Cumberland River, is an extraordinary selection of dining, shopping and recreation options that create the perfect setting for a complete getaway.

Enjoy 9 amazing acres of indoor gardens, cascading waterfalls, and indoor river with its very own Delta flatboat. Within this lush landscape, you will discover remodeled guest rooms and suites, a completely redesigned Cascades lobby featuring a VIP checkin area, and a 20,000 square foot spa and fitness center.

BOOK ROOMS ONLINE. Reserve your rooms online and ensure that you receive the lowest possible rate — but don't delay, our room block is likely to sell out!

Reserve Rooms Online. RESERVE BY PHONE

To reserve rooms by phone instead, call 877-351-5021 and mention code A-ACCA3 to secure our discounted room rate. ■

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WiFi FILTERSCAN Air Filter Monitor from CleanAlert

operate, functions with a wide variety of filters, and is compatible with most residential, commercial, and industrial HVAC systems, including units with single- or multi-speed blowers and most VAV (Variable Air Volume) systems. An optional wired output provides signaling to a remote building automation system controller.

"We know that a clogged air filter is the primary cause of HVAC equipment failure and that eight of every 10 filters are not changed at the appropriate time," says Terry L. Reavis, Vice President Sales & Marketing for CleanAlert, located in Oberlin, Ohio.

"The question of when to service an air filter has vexed contractors, homeowners, and building managers for years and many users have resorted to servicing their filters according to a schedule. Unfortunately this approach can lead to lost revenue and unnecessary material costs when filters are serviced too often."

Ideal for both commercial and residential applications, the FILTERSCAN:

• automatically compensates for changes in system blower speed;

• can be installed upstream or downstream of a filter or differentially across a filter; and

• works with single-speed, multi-speed and most variable air volume (VAV) HVAC systems.

Measuring 6 inches x 4-5/8 inches x 1-1/2 inches, the FILTERSCAN unit incorporates an audible beeper and a green-yellow-red LED Status light to indicate various filter and system conditions.

When the pressure across a filter has changed by an industry accepted amount due to the accumulation of dust and dirt, the FILTER-SCAN alerts that the air filter should be serviced.

When connected to a remote device, such as a BAC or smart thermostat, the FILTERSCAN also provides a 5 VDC (volts of direct current) output or an optional relay (dry contact) output to indicate that filter servicing is required.

The FILTERSCAN recalibrates each time a clogged air filter is serviced. As a result, end users can change filter models as they wish without undermining clogdetection performance. January 31st, 2014

While placement of the FILTERSCAN within the HVAC return airflow stream is flexible, the best results are found when the monitor is installed downstream between the filter and the blower fan.

"Users who wait too long to service a filter will allow pressure to build up in a system, thereby increasing energy costs and decreasing equipment life," explains Reavis. "Installing the FILTERSCAN to monitor filters will eliminate this guesswork and ensure that the HVAC system is operating effectively, efficiently, and safely."



HVAC contractors instantly know which customers require service using the FILTERSCAN WiFi Air Filter Monitor and Notification System from CleanAlert.

—— continued on page 8A

WANT TO GET THE MOST OUT OF YOUR ADVERTISING DOLLARS

DO YOU NEED A NEW MARKETING STRATEGY? THE GEORGIA HVAC INSIDER HAS THE ANSWER!



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Georgia Director Curtis Parrott Cell: 678-794-4313 E-mail: cdp6400@gmail.com January 31st, 2014

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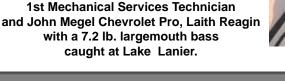


Kenny Kling of Dealers Supply Co. in Alpharetta with a nice speckled trout he caught this past November!



Kenny Kling of Dealers Supply Co. in Alpharetta with a nice redfish he caught in June 2013!







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PEOPLE

1977 - 2014 37 Years

SERVICE

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January 31st, 2014

WiFi **FILTERSCAN** Air Filter from **CleanAlert**

The new WiFi enabled FILTERSCAN is scheduled to be available throughout the United States and Canada beginning in April 2014. Learn more about FILTERSCAN at AHR Expo Booth 7763, January 21-23, 2014. You can also call (888) 414-FLOW (3569) or visit cleanalert.com.



The FILTERSCAN WiFi Air Filter Monitor and Notification System from CleanAlert digitally alerts contractors and building operators when a filter needs servicing.

Looking for Employment **Opportunities?** The HVAC Insider Job Bulletin is the Place to Go!

See Page 7B in this Edition

HIGH-EFFICIENCY VALUE!

Make certain that the prices you pay for high efficiency HVAC products and systems are not too high! The Goodman® brand offers you high efficiency value and savings regardless of the SEER or AFUE ratings. Take a closer look at the full line of Goodman brand high efficiency HVAC.

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- Heat Pumps (Up to 18 SEER / Up to 9.5 HSPF)
- Gas Furnaces (Up to 96% AFUE)
- Packaged Products (up to 15 SEER)

And to make the installation of a high efficiency product or system as easy as we can make it, look no farther than the ComfortNet[™] communicating control system. For more high efficiency value, contact your local Goodman Comfort Net branch, distributor or visit www.goodmanmfg.com.

Goodmar Air Conditioning & Heating @ 2011 Goodman Manufacturing Company, L.P.

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Lawrenceville: 770.963.1320

Imon

Lithia Springs: 770.739.7580

Macon: 478,474,1160

Marietta: 770.767.2502

Thank goodness for Goodman.

Nothing Succeeds Like Success: Smaller-**Diameter Copper Tube** Use Grows The Copper Alliance

Shares MicroGroove Successes at the 2014 AHR Expo

New York, NY (January 20, 2014) — According to the International Copper Association (ICA) and the Copper Development Association (CDA), smaller diameter copper tubes are being adopted by more and more companies as heat exchanger engineers, ACR product designers, coil makers and OEMs become more acquainted with MicroGroove technology.

The Copper Alliance will share its MicroGroove successes at the AHR Expo in New York, looking back at its successes and ahead to further goals for 2014 and beyond. Visit Booth 5803 to learn more about this game-changing technology. Since the technology debuted three years ago at the 2011 AHR Expo in Las Vegas, MicroGroove applications have proliferated. The technology is now well established in the manufacture of room air-conditioners and is also penetrating the commercial ACR marketplace.

ICA continues to support research projects leading to technical paper presentations at major conferences. Papers have been delivered on many topics, such optimizing tube circuitry and fin design; software programs for developing commercial heat exchangers; reducing

Panasonic Introduces New SYSTEM 5 - Multi-Split Heat Pump at 2014 AHR Expo Panasonic's latest innovation brings top class

energy efficiency to homes

New York, NY (January 21, 2014) - The Panasonic Heating & Air Conditioning Group of Panasonic Eco Solutions North America will debut its new SYSTEM 5 - Multi-Split Heat Pump at the 2014 AHR Expo in New York this January 21st - 23rd. The SYSTEM 5, which features the industry's top class energy efficiency, provides flexible indoor and outdoor combinations allowing for a single outdoor unit to be connected to up to five indoor units. Optimal, efficient cooling and heating for rooms of various sizes are all achievable with Panasonic's latest innovation.

Solving the problem of limited installation space, the SYSTEM 5 helps avoid the unnecessary clutter to the exterior of the home. The low-ambient operation of the SYSTEM 5 makes it a non-invasive, energy-saving solution to any room. With features such as wireless control, which provides users with the ability to adjust and set temperature, fan speeds and timers, in addition to a quiet mode, enabling extra quiet operation, the SYS-TEM 5 is an exceptional heating and cooling system for residential or light commercial application.

"I'm confident that this year, Panasonic will emerge as a leader in the next generation of HVAC systems," said Mark O'Donnell, Panasonic Heating & Air Conditioning Solutions, General Manager. "What you see here at the AHR Expo is just the beginning -- we will continue to innovate with products that address consumer needs and deliver benefits that live up to our commitment to being the first name in indoor air quality."

Panasonic's innovative technology allows for high energy-saving performance with a SEER rating of 18.5 and an HSPF rating of 10.0, resulting in more efficient operation than ever before. Flexible indoor unit combinations mean systems with indoor units ranging from 7,000 BTU to 24,000 BTU are available and ready to provide optimal efficient cooling and heating for rooms of varying shapes

Georgia HVAC Insider

and sizes. Featuring Panasonic's breakthrough Inverter Technology, the SYSTEM 5, has the ability to change the power supply frequency, providing flexible operation while using less electricity. The inverter constantly adjusts the compressor rotation speed to provide optimum performance at all times. Once the set temperature is reached, the inverter continues to operate with minimum power to avoid unnecessary electricity consumption. This extremely precise operation enables quick cooling or heating while also reducing power consumption.

For installation flexibility, exceptionally long piping length is possible with the SYSTEM 5. The maximum total length is 262 feet and the maximum length for one indoor unit is 82 feet, with a maximum height difference of 49 feet. This provides the installation flexibility to match virtually any building design.

For more information about Panasonic Heating & Air Conditioning products, please visit us.panasonic.com/air-

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Nothing Succeeds Like Success

refrigerant volume for use with new refrigerants and natural refrigerants; and the use of smaller diameter tubes in heat pump applications.

Already, larger condensers and commercial applications have also been successfully developed by Super Radiator Coils, the LU-VE Group and Goodman Manufacturing as summarized in the Addendum below.

"There is an industry shift toward smaller diameter tubes as the advantages become clearly evident and the manufacturing techniques proven practical," says Robert Weed, VP of OEM for the Copper Development Association. "The Copper Alliance and its member companies will support this transition through research and cooperation within the ACR industry."

Manufacturers are eyeing the development of all-copper heat exchangers made of MicroGroove tubes and copper fins. All copper coils offer improved energy efficiency and reduced maintenance, partly due to the antimicrobial properties of copper as well as the higher thermal conductivity of copper.

In 2014, look for more technical papers on MicroGroove to be presented at international conferences. Also, in the months ahead, the Copper Alliance will exhibit MicroGroove at ACREX India and China Refrigeration.

For information on Micro-Groove, visit www.microgroove.net. In the three years since its launch, the content of the MicroGroove website has expanded considerably. Dozens of links to technical papers can now be found online as well as links to recordings of the MicroGroove webinars. Back issues of the popular MicroGroove Update newsletter can also be downloaded, including the "In the Spotlight" section focusing on a particular product application, manufacturing technique or industry leader. You can subscribe to the MicroGroove Update eNews via the microgroove.net website.

About ICA

The International Copper Association, Ltd. (ICA) is the leading organization for promoting the use of copper worldwide. ICA's mission is to promote the use of copper by communicating the unique attributes that make this sus-

— continued on page 11A

REATING & AIR

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We Are Looking For: Installation Manager, HVAC Installers & Helpers, And Service Technicians

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All candidates are encouraged to send a resume to DanJape@reliableair.com or come by our Woodstock or Fayetteville office in person.

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Changing Our Industry



Bill White, Vice President Sales - South Region for M&A Supply

It is amazing to me how much things have changed over the course of my life in regard to marketing. Specifically, automobiles and how optional equipment is offered. I remember one of the first new cars my father bought when I was a child, and he bought it off the showroom floor with vinyl seats and floors, manual roll up windows, and an AM radio. The only option was air conditioning. Try buying a car today equipped that same way. You can't find one. Automobile manufacturers have probably spent

more money than any other industry in determining what their customers like, and then learning how to group those options into "convenience", "entertainment" and "sports" packages. As a result, it is hard today to find a car that doesn't have a convenience package, including such things as electric windows, cruise control, and power steering and brakes. Try buying a car with just an AM radio... you can't do it. Instead, you get an entertainment package with AM/FM and a CD player with premium speakers.

The point is, automobile manufacturers determined what their customers wanted, and then packaged it in such a way that the customer would buy it. Have you ever wondered why our industry has never done the same? I'm afraid the answer is a pretty obvious one...most of the contractors in our industry still feel that the single most important customer buying decision point is price.

Even though study after study has found that customers say that price is way down the list on what determines the final buy-

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ing decision. So why don't we change? Maybe the answer lies in what the automobile industry has done. They packaged options they knew the customer liked and wanted, and then figured out a way for them to afford it.

I think we would all agree that customers today want things like energy savings, longer warranties, service availability, choice of payment plans, etc. But even though we know that, more times than not we still go out, price the job, and that's pretty much it. We price out the same size system that was there before, tell them about the manufacturer's limited warranty, and hope we get a call back from the customer saying they have chosen us.

Think about this...what if you packaged into your quotes things like guaranteed 30 percent savings on your customer's power bill the first year or you will pay the difference, if a compressor failed in the first 10 years you would replace the unit for free, no charge for any repair call the first 10 years, whether it was after hours or on weekends, twice yearly preventive maintenance calls for the first 10 years, and you always offered a financing plan that made easy payments an option. Okay, at this point many of you probably think I have lost my mind because you couldn't afford to do that. Well, at the price many in our industry are selling at today, that's true. But when you begin to talk about the value you are giving your customer, then that's when the customer begins to see why he should pay more to do business with you.

You could do every one of the things above by simply adding around \$1000 to your quote. Take \$500 of that \$1000 and always put it into a reserve fund to cover any units you had to replace due to a compressor failure. If you sold 50 units a year, that means you would always be putting \$25,000 a year into your reserve fund. Put the other \$500 in a separate reserve account to cover your preventative maintenance costs for the next 10 years. Next, always sell a parts and labor extended warranty to cover your service calls for the first ten years. Finally, all the customer has to do to claim his energy savings guarantee is to provide you with copies of his last 12 months energy bills prior to the installation as well as copies of his energy bills for the first 12 months after the installation. If there is not a 30% difference, then you write

January 31st, 2014

him a check for the difference. But you should never have to write that check, because you are changing out 10 SEER equipment to equipment with a minimum of 13 SEER.

That's 30% more efficient right out of the box if you install it correctly. I could go on and on, but I think you get my point. Package your quotes to include the things you know a customer would want. You don't have to convince them that they would like these things, because we all know they would. The only thing left is to make it affordable, and with payments as low as 1.25% of the total financed, a \$10,000 job only costs the customer \$125 a month. Now, who wouldn't take that deal?∎





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ADDENDUM

When a company first conceives of using smaller diameter copper tubes, the challenges may appear daunting. Yet the rewards can be great. Here are three companies that successfully made the transition to smaller-diameter copper tubes.

Goodman SmartCoil

Goodman announced its new SmartCoil™ technology in 2008. In this case, the coils were made of aluminum fins and 5-mm copper tubing. Rusty Tharp was one of the team members involved in the development of SmartCoil products when the project began in 2007. He currently is the Director of Regulatory Affairs, Goodman Manufacturing Company, a member of the Daikin group.

"Many new manufacturing methods were pioneered in the development of the first coils with 5-mm copper tubes," explained Tharp. "Five millimeter copper tubes are now used by Goodman for central air conditioners in the 1.5 ton to 15 ton capacity range. Our copper supplier willingly worked with us to facilitate the transition to smaller diameter copper tubes. Finding the optimal mix of performance and product size is important to being a competitive player in the HVAC market, which is why Goodman has chosen 5-mm SmartCoil condenser coils as the foundation for our cooling products."

Condenser coils made from 5-mm diameter copper tubing are manufactured in Houston, Texas and Fayetteville, Tennessee. According to Tharp, the key benefits for the customer are reduced refrigerant volume, energy efficiency, compactness and ease of maintenance.

LU-VE MINICHANNEL Coil

Another early adopter of smaller diameter copper tubes is the LU-VE Group, an industry leader in developing more compact products with higher performance than earlier technology. Thanks to the work of the LU-VE Group Research and Development Laboratory, the rebrand new technology of uthe MINICHANNEL® coil is S now available: It is a miniaturized solution with 5-mm of diameter copper tubes and cl louvered aluminum fins. The MINICHANNEL coil is the basis for a new line of condensers, collectively dubbed the NanoGiant® condensers. g The air-cooled condensers are suitable for a wide can be condended to the to the to the to the range of refrigeration and air condended to the to th

conditioning applications in a variety of residential and commercial buildings. Full specifications can be found in a multilingual NanoGiant brochure-catalog from the LU-VE Group.

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As the technical director responsible for new product development at LU-VE, Stefano Filippini says, "The extraordinary performance of the NanoGiant heat exchangers is due to the optimum combination of special profile aluminum fins and high-efficiency 5-mm diameter copper tubes with internal grooves." According to Filippini, the coils are made in a consolidated production process that provides maximum flexibility and reliability. Super Radiator Coils

Super Radiator Coils is pioneering the use of smaller diameter copper tubes in large commercial heat exchangers. According to Matt Holland, Vice President of Operations at SRC in Richmond, Virginia, MicroGroove Technology offers several compelling benefits such as design flexibility plus size and weight reduction. Copper coils using MicroGroove offer a combination of features unavailable using other materials technologies, including conventional-size round tubes or brazed-aluminum flat tubes.

The manufacture of coils using MicroGroove technology is based on familiar manufacturing techniques. The technology can be readily applied to make coils with tube lengths up to six or eight feet in length and formed easily. "We gained a lot of experience over the last two years of development with MicroGroove," says Holland. "We have tested heat exchangers made with MicroGroove technology in our world-class wind tunnel facility in Richmond, Virginia, and we have found our customers like the results." ■



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LG Electronics Expands HVAC Solutions With New Multi-Zone Systems

New Multi F Line Includes 'Art Cool Gallery' Option for the First Time



Providing a smart alternative to both central HVAC and window-mounted air conditioners, LG Electronics has introduced new multi-zone versions of the unique "Art Cool Gallery" ductfree system and added High Static Duct and Vertical Air Handler systems to the Multi F product line.

Previously only available for a single zone system, LG's popular Art Cool Gallery indoor unit has now been combined with LG's multi-zone duct-free split heat pump system, allowing heating and cooling for up to eight separate zones with up to 54,000 Btu/h system capacity. All LG Multi F wallmounted Art Cool Gallery, Art Cool Mirror and Standard units now have an Internal Condensate Sensor Connection for secondary condensate overflow protection.

The new LG Art Cool Gallery Multi F systems (Models LMAN097HVP and LMAN-127HVP) allow customers to personalize the indoor unit with their own artwork or photography. Art Cool Gallery makes the air conditioning unit a part of your decor while combining it with LG's energy-efficient inverter technology. These indoor units, combined with small footprint outdoor units, provide both physical comfort and a stylish aesthetic.

"Our Art Cool Gallery indoor unit has been extremely popular as a single-zone system,

Georgia HVAC Insider and we are pleased to offer

and we are pleased to offer our customers expanded options by combining it with our multi-zone heating and cooling systems," said Kevin McNamara, vice president, Commercial Air Conditioning, LG Electronics USA.

The Art Cool Gallery epitomizes LG's commitment to design, as it offers consumers the opportunity to make the indoor unit a focal point, not something that you need to decorate around. By combining increased capacity, design flexibility and energy efficiency with lower installation and lifecycle costs, our newest Multi F systems provide a compelling value proposition to building designers, renovators, owners and managers," he said.

The Art Čool Gallery is available in both 9,000 and 11,200 BTU class and offers invaluable features, including: -Inverter variable speed

fan,

·Self-cleaning coils for easier maintenance,

•Auto operation and auto restart operation,

Chaos Wind to electronically control fan speeds and create a more natural air flow, and

-Jet Cool and Jet Heat to more quickly cool and heat a room

Multi F Ceiling-Concealed Duct (High Static) Indoor Units

New LG high-static indoor units (Models LMAN097HVP

and LMAN127HVP) are designed to deliver an extensive amount of concealed comfort. These remarkable air conditioning systems are designed for high-speed air volume against an external static pressure of up to .78"WG, and can be mounted fully masked above a finished ceiling.

The product offers a number of choices including the configuration of the inverter heat pump and the settings of the cooling and heating modes. Each unit also comes equipped with its own LGsupplied wired controller and drain pump.

Multi F Vertical Air Handling Units LG's Multi F vertical air handling units (Models LMAN-097HVP and LMAN127HVP) also are designed for swift air volume that can be easily concealed behind a wall or finished ceiling. They maintain the unique ability to operate in a vertical (upflow) or horizontal (left) discharge configuration.

These units feature a highgloss baked enamel finish, come equipped with its own LG-supplied wired controller and can accept an internal LG electric strip heater. To maximize the user's comfort, a variety of settings are available in the cooling and heating mode.

Other Multi F systems include the Multi F Art Cool Mirror Indoor Units (LMAN097-127-187HVT), the Multi F Standard Wall-Mounted Indoor Units (LMN097-127-187HVT), Multi F Cassette Indoor Unity (LMCN125-185HV), and the Multi F Low Static Duct Indoor Unit (LMDN095-125-185HV). Both units are designed to securely mount on a vertical surface using an extended black plate, embracing a modern design and a clean look.

More information on LG Art Cool Gallery, High Static Duct, Vertical Air Handling Units, VRF technology and other LG commercial air conditioning solutions can be found at www. Ighvac.com.

Designs features and specifications subject to change without notice.

LG Electronics USA Air Conditioning

The LG Electronics USA Commercial Air Conditioning business is based in Alpharetta, Ga. A 2013 ENERGY STAR Partner of the Year, LG is a leading player in the global air conditioning market, manufacturing both commercial and residential air conditioners, providing total sustainability, and building management solutions. From consumer and individual units to industrial and specialized air conditioning systems, LG provides a wide range of products for heating, ventilating and air conditioning. LG Electronics USA, Inc., based in Englewood Cliffs, N.J., is the North American subsidiary of LG Electronics, Inc., a \$49 billion global force and technology leader in consumer electronics. home appliances, mobile communications, and air conditioning & energy solutions.■

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January 31st, 2014

Bard Manufacturing Co. has reached its 100th anniversary as a fourth-generation, family-owned manufacturer of heating and cooling products.

Since Dale Bard founded the company in 1914 in his hometown of Bryan, OH, the company has grown from a small heating and plumbing contracting business into a world-wide supplier of wall-mounted heating and cooling equipment for the classroom, telecommunications, modular building, and light commercial markets.

"Today Bard represents the ethics of a century gone-by," said Paul Quigley, vice president of sales and marketing, "and is poised with the resolve and fortitude that will carry the company forward for many more generations."

Current fourth-generation family members involved in the management of the business include Bill Steel, president and CEO; Scott Bard, vice president of sales administration; and Pam Bard Steel, marketing communications and president of the Bard Family Foundation.

Dale Bard patented his first oil furnace design in the 1930's. Like many manufacturers in the early 1940's, Bard Manufacturing retooled its production capabilities to aid the war effort, manufacturing specialty items like steel bullets, tank parts, and B-29 Bomber controls. In 1944, a fire completely destroyed the Bard facility while Dale was in a coma suffering from a debilitating stroke. The company founder ultimately passed away never knowing that his factory had been burned to the ground.

Randolph Bard's decision to rebuild his father's company after the fire became the first of many strategic decisions that would lead Bard Manufacturing into the future. Introducing its first air conditioner in 1961, engineers would soon expand the offering to include wall-mount air conditioners and heat pumps, which continues to represent the company's primary product offering to this day. A full line of residential products would continue to be offered until the late 1990's, when the company made the strategic decision to exit the general residential market and focus resources on its growing commercial markets.

To celebrate its centennial, Bard Manufacturing selected a two-word 100th anniversary theme dedicated to all those who have been a part of the milestone. The company says "With You" reflects the appreciation for the loyal distributors that make sure customers have Bard products where and when they need it, the dedicated suppliers who jump through hoops to help the company meet production deadlines, and the communities that have supported its three production facilities over the years.

'Of course, the most important 'you' of the 'With You' theme is dedicated to our employees that go about their day-to-day business as if their family name is on the building," said Bill Steel. "The term 'family business' is often a misnomer, and there would be no Bard Manufacturing today if it weren't for the dedicated effort, insight, and leadership of all our non-family employees." ■



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Attention Readers: If your company or Association is planning a Meeting, Open House, Training School or Social function the HVAC Insider will gladly publish the information. FREE of charge... See page 3A for contact information.

Date: Feb 14th, 2014 Event: ECOi Sales & Application **Sponsor:** Panasonic Factory Training **Location:** Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com

Date: Feb 25th, 2014 Event: Furnace & Heat Pump Troubleshooting Sponsor: Climatic Comfort Products Location: Branch Office at 6280 Best Friend Rd., Norcross, 30071 **Contact:** Climatic Comforts Products Ph: 770-662-5556

Date: Feb 26th, 2014 Event: Schematics and Wiring Diagrams Low Voltage Wiring Sponsor: Climatic Comfort Products Location: Branch Office at 6280 Best Friend Rd., Norcross, 30071 **Contact:** Climatic Comforts Products Ph: 770-662-5556

Date:March 7th, 2014 Event: ESCO-EPA Section #608 Sponsor: Mingledorff's (8:00am - 4:30pm) \$175.00 each student Location: Norcross Training Room Contact: Marianne Noyes Ph: 770-239-2134 Fax: 770-239-2137 mnoyes@mingledorffs.com

Date: March 11th, 2014 Event: Mini Split & Installation Sponsor: Panasonic Factory Training Location: Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com

Date: March 11th, 2014 Event: Variable Speed outdoor units Sponsor: Climatic Comfort Products Location: Branch Office at 6280 Best Friend Rd., Norcross, 30071 **Contact:** Climatic Comforts Products Ph: 770-662-5556

Date: March12th, 2014 Event: ECOi Installation & Commissioning Sponsor: Panasonic Factory Training Location: Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com

Date: March13th, 2014 Event: ECOi Service Sponsor: Panasonic Factory Training **Location:** Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com

Date: March 13th, 2014 Event: Variable Speed outdoor units Sponsor: Climatic Comfort Products Location: Branch Office at 6280 Best Friend Rd., Norcross, 30071 Contact: Climatic Comforts Products Ph: 770-662-5556

Date: March14th, 2014 Event: ECOi Sales & Application Sponsor: Panasonic Factory Training Location: Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com

Date: March 25th, 2014 Event: Duct Design in the "New Age" Sponsor: Climatic Comfort Products Location: Branch Office at 6280 Best Friend Rd., Norcross, 30071 Contact: Climatic Comforts Products Ph: 770-662-5556

Date: March 26th, 2014 Event: System Charging and Refrigeration Sponsor: Climatic Comfort Products Location: Branch Office at 6280 Best Friend Rd., Norcross, 30071 Contact: Climatic Comforts Products Ph: 770-662-5556

Date: April 4th, 2014 Event: ESCO-EPA Section #608 Sponsor: Mingledorff's (8:00am - 4:30pm) \$175.00 each student Location: Norcross Training Room Contact: Marianne Noyes Ph: 770-239-2134 Fax: 770-239-2137 mnoyes@mingledorffs.com

Date: April 8th, 2014 Event: Mini Split & Installation Sponsor: Panasonic Factory Training Location: Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com

Date: April 9th, 2014 Event: ECOi Installation & Commissioning Sponsor: Panasonic Factory Training Location: Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com

Date: April 10th, 2014 Event: ECOi Service Sponsor: Panasonic Factory Training Location: Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com

Date: April 11th, 2014 Event: ECOi Sales & Application Sponsor: Panasonic Factory Training Location: Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com Date: May 6th, 2014 Event: Mini Split & Installation

Sponsor: Panasonic Factory Training Location: Kennasaw Training Facility 1690 Roberts Blve. NW Suite#110 Contact: John Shannon Ph: 770-565-4731 John.Shannon@Panasonic.com

R.E. Michel Service Pin Awards



Jeff Sailors, Warehouse Manager for the Lawrenceville R.E. Michel Branch receives his 10 year service pin and gift from Tommy Barnes, branch manager.



Matt Doss, branch manager of the Conyers R.E. Michel branch, receives his 10 year service pin from Jim Natsch, regional branch manager.

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TrueSTEAM[™] takes the best features from current steam humidifiers with their efficiency, performance and decreased water consumption, and combines it with the ease of installation, reliability and value of flow-through humidifiers. TrueSTEAM[™] is different from others because it operates independent of equipment operation. And, with its near 1:1 humidification delivery rate, TrueSTEAM[™] delivers the right amount of humidification to keep your customers satisfied.



- Honeywell's innovative TrueSTEAM[™] humidifiers are now RedLINK-enabled
- Available in 6, 9 and 12 gallon models
- 1:1 humidification delivery rate operates independent of HVAC equipment
- · Mounts in minutes requires only 1-3/4" cut into ductwork
- Application flexibility can be remotely mounted up to 20 feet from system
- Uses up to 90% less water
- Communicates with the Wireless Outdoor Sensor to automatically control humidity to proper levels
- Add a Wireless Adapter to TrueSTEAM[™] to communicate and control humidity from Prestige without running wires to the living space
- 5-Year Warranty



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