



Join us at our  
**41st ANNUAL  
 GOLF OUTING**  
 MONDAY, AUGUST 5, 2019

The Village Club at Lake Success  
 318 Lakeville Road  
 Great Neck, NY 11020



(See page 3 for more details)

**INSIDE THIS ISSUE:**

- ✓ Spotlight on Stu Ellert
- ✓ Product Showcase
- ✓ News Clips



**PHOTOS FROM MACC  
 NIGHT AT THE METS**



**PLAN AHEAD!**  
 COMING SEPTEMBER 12  
 Membership Meeting  
 Topic: Survive & Thrive



## From the President

Another Night at the Mets event is in the books!

**Jimmy Moyan**  
First Choice Mechanical

As always, our Night at the Mets event was an enormous success! The sold-out event

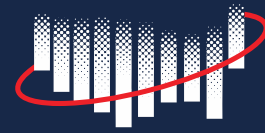
was graciously sponsored by American Standard Heating and Air Conditioning and ABCO. Your continuous support is greatly appreciated. The fun-filled evening was the perfect way to kick off the summer with family, friends and colleagues. We have included some event photos in this issue, and more are posted on our website.

Next up is our 41st Annual Golf Outing, which will be held on Monday, August 5th at the Village Club at Lake Success. Over the past few years, our four-somes have sold out very quickly. We also have great sponsorships available. Registration is open on our website, so be sure to check it out! We will be making our yearly donation to a great cause, the Make a Wish Foundation. Each year, MACC donates \$2,000 to the organization so that they can continue to grant the wishes of children who are diagnosed with critical illnesses.

Don't forget about our 2019 Scholarship Program! We have pushed back the deadline to July 1st. Children and grandchildren of MACC Members, or their employees, are eligible for this award. More information about the scholarship can be found on our website. If you have any questions regarding eligibility or requirements, please feel free to contact the association office.

I look forward to seeing everyone at the Golf Outing!

Jimmy Moyan



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# COMING SOON: August 5, 2019 The 41st Annual Golf Event

If it's August, it must be time for our awesome annual MACC Golf Outing! Acclaimed by many as their absolute favorite event of the year, we've got a fantastic schedule planned for you.

Don't miss a moment of this power-packed day of play...

- Check-In 9:00 AM
- Breakfast 9:15 AM
- Shotgun Start 11:00 AM
- Lunch & Foursome Pictures on Course
- Cocktail Hour & Putting Contest 4:00 PM
- Dinner 5:00-8:00 PM

## Golf Clinic

A three-hour golf clinic is being offered to those who are golf beginners or anyone who is looking to improve their game.

- Clinic – 11:30-1:00 pm
- Lunch Break - 1:00 – 2:00 pm
- Clinic – 2:00 – 3:30

Come early... join friends, family and associates for an unforgettable day of golf.

## Tickets:

- All Facilities (includes all meals)  
Member - \$350 / Non-Member - \$450
- Golf Clinic (includes all meals)  
Member - \$195 / Non-Member - \$295
- Putting Contest - \$10 entry fee
- Cocktails & Dinner Only - \$125

**(Golf Event sponsorships available! Visit our website or contact the association office for more information)**

***Once again, MACC is pleased to donate \$2,000 to the Make-a-Wish Foundation, a non-profit organization that creates life-changing wishes for children with a critical illness.***

**Up Next...**  
Check out our great fall meetings and seminars on pages 12-13.



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## Editor's Notes

*By Anthony N. Carbone*

National Grid announces an Additional Load Moratorium on natural gas expansion lines. The National Grid Value Plus Installers Program has been cancelled and contractors have received their participation money back as refunds.

The ramifications of this moratorium will be felt vastly throughout the HVAC industry and also, within the plumbing companies throughout the Long Island region.

The "oil to gas" conversions will no longer take place, leaving many HVAC and plumbing outfits without work. The insiders at National Grid have said there will be no exceptions to this. No gas generators, gas BBQ's, pool heaters, or meter upgrades allowed. This will put a significant damper on many contractors gross sales numbers.

It won't be until the general public begins to be impacted and the frustration with the monopoly utility becomes newsworthy.

The contractors have begun to respond to National Grid's president.

National Grid's New York President, John Bruckner, sends out a message to contractors regarding a recent development with Northeast Supply Environment Project (NESE) to take action and alert the NYS Dept. of Environmental Conservation (DEC) they are waiting for a notice to proceed.

This is a very serious situation for contractors and if not resolved fast, many HVAC contractors will be doing nothing this fall/winter season.

*- Anthony N. Carbone*

## Product Showcase



### Carrier Ductless is announcing the Introduction of the 2nd Generation 24V Interface Kit

This 2nd Generation 24V Interface Kit keeps the variable speed feature of the Inverter compressor on the Ductless System achieved by the proprietary and patent applied logic of the 24V Interface Kit.

The 2nd Generation is used to connect:

- A SINGLE ZONE Ductless System to a 3rd party single stage conventional thermostat (sold separately) providing AUTO fan speed on the indoor unit.
- A MULTI-ZONE Ductless System to a 3rd party single stage conventional thermostat (sold separately) providing AUTO fan speed on the indoor unit.
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**Contact: [ductlessapplications@cenortheast.com](mailto:ductlessapplications@cenortheast.com) or Call 800-973-3345**

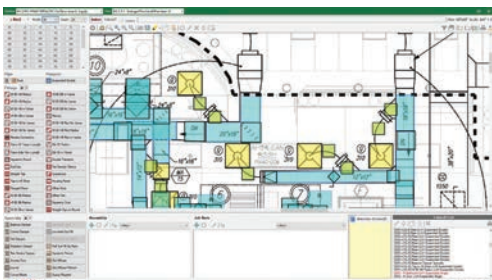
### Goodway CoilPro® CC-400HF-HiFlo® Coil Cleaner from Trane Supply



Thick evaporator and condenser coils have always been a challenge to clean. The CoilProR CC-400HF HiFloR is the answer to those situations, featuring:

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**SPOTLIGHT****Stu Ellert Celebrates 20 Years at Comfort Tech!**

*Stu with father Ken and grandfather Saul at High School graduation 1995.*

When Stu Ellert graduated from the University of Buffalo in June 1999, he began exploring various career options outside the family business. With a degree in Information Systems, he interviewed with a number of different companies before deciding to join Comfort Tech.

“The truth is, I couldn’t see myself sitting at a desk and computer all day,” reports Stu. “After working at Comfort Tech during my school vacations with my dad and grandfather, I preferred the experience of being somewhere new every day, interacting with different people and doing new and different things. I guess I always knew that Comfort Tech was home.”

“It was truly a great experience to work with my father and grandfather all those years,” emphasizes Stu. “From my dad I learned to do things the right way. Dad always said, ‘if it’s broken, figure out why it broke, and fix it so it won’t break again!’ Grandpa always had the ‘if it’s broken, fix it’ attitude.”

When his dad, Ken Ellert retired this past September, Stu took over the ownership of Comfort Tech. He counts himself extremely fortunate to have a number of long-term employees at the company: “We are very much a family here and we’re proud of our special relationship. We are truly a team.” As a team, each technician at Comfort Tech has their own role, and many times one job will see an employee there for the specific task in which they excel. For example, a new installation may have one crew run refrigeration piping, one crew do the electrical and controls and another take over service and maintenance.

Currently, the Comfort Tech team is working hard toward increasing their online presence and taking advantage of mobile technology. The company has added online booking to its website and all techs have received tablets for the field where they can capture photos and history of jobs, as well as have other important information at their fingertips. Comfort Tech was recently announced as a 2019 ‘Superpro’ from Housecall Pro, the company’s customer service management software. “This is awarded to approximately 5% of Housecall’s users and only to those home service companies that provide their customers with a transparent, modern, online experience,” Stu proudly reports.

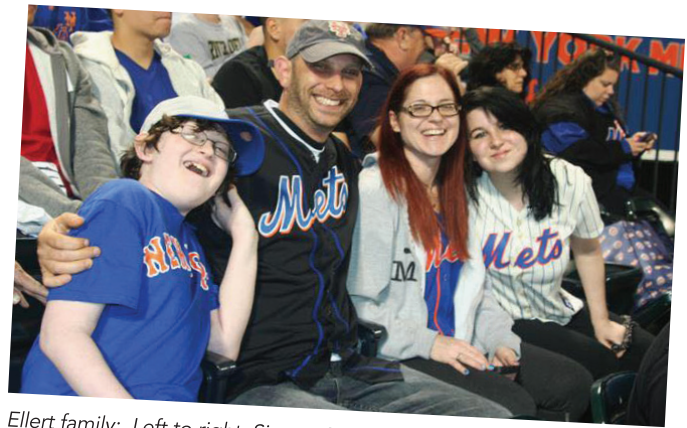


*Comfort Tech technicians and office staff*

As Stu Ellert celebrates his 20th anniversary at Comfort Tech, it is no coincidence that he is also



Marc Soffler with Stu and Ken Ellert at MACC Golf Event 2014



Ellert family: Left to right, Simon, Stu, Lindsay and Kay

nearing 20 years as a valued MACC member. "The MACC association has been a very important part of our business these past 20 years," stresses Stu. "In addition to the many friendships I've formed, we've networked with countless industry professionals and worked with lawyers, accountants, and several subcontractors that are part of the MACC network. MACC education and training opportunities have helped our technicians and office staff in many areas and I myself have taken several of the MACC training classes on managing employees and finances. Aside from all that, we love the golf outings, Mets games and other MACC social events. As the 2019 Golf Outing approaches, I must mention the fact that not that long ago (2010) I won 1st place at the golf event, a definite highlight of my years with MACC!"



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## Product Showcase (Continued from page 5)

### CXH Series Twin Screw Semi-Hermetic Compressor from National Compressor



Besides our remanufactured compressor product lines, we also offer brand new compressors. One of the manufacturers that we offer is Frascold, a manufacturer out of Italy and the 3rd largest reciprocating and screw compressor manufacturer in the world. Just one of their many products is the CXH series twin screw semi-hermetic compressor. It comes standard with electronic monitoring and protection module that includes sensors for temperature, phase sequence and rotation. It also includes discharge valve and suction connection, integrated oil filter and electric oil heater. NCE can offer this compressor as a retrofit to applications where you are looking for greater efficiency or for direct replacement.

**Contact: National Compressor at: 1-800-225-7381/ 718-417-9100.**  
**Email: [info@nationalcompressor.com](mailto:info@nationalcompressor.com)**

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- Flat "Slab" Coils, Bent "L" and "U" Shaped Coils
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Available in two configurations: Upflow, horizontal right or left and Downflow

BASE LIMITED WARRANTY: Parts – 5 years / Heat Exchanger – 20 years  
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**Contact: your local ABCO Sales Team: 718-937-9000; [ABCOhvacr.com](http://ABCOhvacr.com)**

Statement from Stuart S. Zisholtz, Esq.

## Proper Notice of Termination For Cause

Many contracts, including the AIA contract, address the issue of termination for cause. As a subcontractor one of the rights available to you if your requisitions are not paid is to terminate the contract and walk off the project.

The contract usually requires specific notice to the general contractor in the event you refuse to continue to perform work at the project for non payment. Many times, you are required to serve a Seven (7) Day Notice on the general contractor for non payment. If payment is not received after the seven day period then you have the right to terminate the contract and walk off the project.

In a recent decision, a subcontractor who claimed to be owed money for work performed decided to leave the project and pursue a claim. No proper notice was served upon the general contractor. In response to the lawsuit, the general contractor interposed a counterclaim alleging costs associated with completing the subcontractor's work.

The Court found that the provision in the contract to stop work after serving a Seven (7) Day Written Notice was enforceable. Since there was no evidence that the subcontractor served the proper notice, the Court considered the actions of the subcontractor as abandoning the project and dismissed the complaint. As a result, any costs incurred by the general contractor to complete the work of the subcontractor was valid. Ultimately, the general contractor was successful in its counterclaim against the subcontractor.

The key aspect to this decision is that the subcontractor failed to abide by the terms and conditions of its contract. Had it properly served the notice and then terminated the contract, it may very well have been successful in its claim against the general contractor. Instead, the subcontractor ignored the provisions of the contract and the Court deemed the subcontractor's actions as an abandonment of the project. Rather than collecting an outstanding receivable, the subcontractor was held responsible for the general contractor's excess completion costs.

Never let your lien time run out!!

For a free copy of a pamphlet pertaining to mechanics liens and payment bond claims, kindly contact me or the Association.

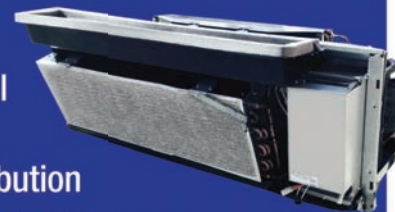
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**NEWS CLIPS****Mitsubishi Electric Trane HVAC US Introduces SLZ-KF Four-way Ceiling Cassette for Residential Installations.**

The new SLZ-KF Four-way Ceiling Cassette, part of the M-Series product line from METUS, is designed to provide the utmost comfort to homeowners. It is available in 9,000, 12,000, 15,000 and a newly introduced 18,000 BTUH size.

The unit offers flexible airflow with two, three or four-way vane control which allows homeowners to personalize their settings. If applied with the optional 3D i-see Sensor™, the unit further customizes heating and cooling through the sensor's ability to read a room's thermal profile to calculate the occupancy rate. With the 3D i-see Sensor, direct and indirect airflow settings can be selected to offer 72 different combinations for vane direction and individual vane adjustment. The SLZ-KF automatically adjusts conditioning based on the heat signatures detected in the space and can switch into setback mode when the room is unoccupied. Monitoring a room's occupancy results in even temperature distribution and a more energy-efficient operation for homeowners.

The SLZ-KF Four-way Ceiling Cassette has a Seasonal Energy Efficiency Ratio (SEER) of over 19.8. This is well over the U.S. minimum SEER requirement of 13 and can translate to cost savings on users' heating and cooling bills. Additionally, the SLZ-KF offers a Heating Seasonal Performance Factor (HSPF) rating of 11.2 or more, which is a marked improvement in energy-saving performance as compared to previous models.

"We're pleased to launch the SLZ-KF Four-way Ceiling Cassette and eager to let homeowners know about the new level of personalization the unit offers in terms of comfort control and airflow in their homes," says Heather Buchicchio, senior residential product marketing manager at Mitsubishi Electric Trane HVAC US. "With this attractive new cassette, users can enjoy expanded control over airflow patterns, advanced filtration, quiet operation, and enhanced capabilities for personalizing comfort and reducing energy usage. We're excited to add this new product to our M-Series line." In addition to promoting sustainability through energy efficiency, the ceiling cassette helps to better the environment within a home through improved indoor air quality and reduced operating noise. The SLZ-KF Four-way Ceiling Cassette includes an easy-to-clean washable air filter with multi-stage allergen filtration to reduce dust and debris circulation. The unit also uses a new 3D-turbo fan to operate at noise levels as low as 25 dB(A). These features lead to a quieter, more comfortable air-conditioning experience for occupants.

The SLZ-KF also benefits contractors with features for simplified installation. Temporary hanging hooks, captive screws and a larger wrench turning radius on piping contribute to an easier installation process.

**Danfoss Turbocor® Oil-Free Compressor Receives Endorsement of Solar Impulse Foundation as One of Top 1000 Solutions for Protecting Environment**

With this new endorsement, Danfoss is the second company in the world with Soprema that has three products selected by the Solar Impulse Foundation.

Danfoss Turbocor® compressor range has achieved the high score of 4.0 assessed on the criteria of technological feasibility, environmental and socioeconomic benefits and profitability. They feature oil-free, magnetic bearing technology that reduces energy consumption up to 40 percent compared to traditional fixed-speed compressor technology. The oil-free technology also sustains high levels of efficiency over the life of the compressor with no degradation of performance. The sustainable performance of the Danfoss Turbocor® compressor provides annual emission savings of up to 194 metric tons CO2 per year.

More than 68,000 Turbocor compressors have been installed in water- and air-cooled chiller systems worldwide. They can be found in apartment blocks, skyscrapers, nuclear power stations, shopping centers, hospitals, heaters, airplane hangars, naval and commercial vessels and data centers globally.

"We are very proud that our Danfoss Turbocor has been appointed as one of the top 1000 solutions for protecting the environment," said Danfoss President and CEO Kim Fausing. "The market for highly efficient solutions is growing rapidly, partly because of the increased focus on energy savings and partly because of urbanization which creates a need for more commercial buildings. Turbocor demonstrates that bold technology strategies are instrumental in securing long-term growth and profitability in our core businesses."

# Learn... Grow... Get Inspired! Mark your calendar

## 'Survive and Thrive' Membership Meeting Thursday, September 12, 2019

Time: 6:00 - 8:00 PM  
Location: Trattoria 35 (213-15 35th Ave.,  
Bayside, NY 11361)



MACC launched the Survive & Thrive series in 2016, inviting leading industry professionals to share their tips, war stories, successes and challenges with fellow HVAC professionals. This valuable and successful series is a popular annual event you will not want to miss!

## Membership Meeting Thursday, November 7, 2019

Time: 6:00 - 8:00 PM  
Location: Westbury Manor  
(1100 Jericho Turnpike, Westbury, NY 11590)



Watch for more information on Survive & Thrive and the November Membership Meeting on [www.macc.org](http://www.macc.org), and in upcoming issues of MACC News.

## Technical Training Workshops for Fall 2019

Enhance your technical skills at The Electrical Training Center in Copiague, NY. Class space is limited so register early for these outstanding classes:

### October 19: Trouble Shooting Gas Heating (8 hour course)

Students will bring their hand tools to this seminar exploring the sequence of operation of gas-fired furnaces and boilers and describe how to troubleshoot components related to gas heating.

**Saturday, October 19**

**8:00 AM - 4:00 PM**

**Class Location: Electrical Training Center  
65 Elm Street, Copiague, NY 11726**

**Pricing: MACC Member Price - \$199 | Non-Member Price - \$299**

# Calendar for these great Fall Meetings:

## November 16: Customer Relations for Technicians (4-hour class)

Appearance, Eye Contact, Facial Expressions and Body Language – all part of this unique workshop – that will review, explain and practice the skills crucial to being an effective communicator.

**Saturday, November 16**

**8:00 AM - Class Location: Electrical Training Center  
65 Elm Street, Copiague, NY 11726**

**Pricing: \$99 member/ \$129 non-members**

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## Editor's Notes

By Jason Staiano

Everyone is looking to save money as well as time. If you're a business owner, you probably have a lot going on and the thought of adding any more on your plate might seem like an impossibility. Most companies have employees in a role to do the companies purchasing, so you as an owner have that job taken off your plate. That's time saved! But, do you oversee it and manage it properly?

Some companies have proper oversight, others place a good deal of trust in those individuals, but the reality is, without proper oversight you can be losing money. What are some of the ways that improper purchasing can impact your business? For starters, not buying from the correct sources and not being aware of shipping charges are probably the top two. Just buying the product you need because its where you always order items from or because you order some other items from that vendor and it makes it easy to just add on the other items is not probably the best logic. The last phrase you want to hear from your purchasing manager is "I ordered from them because it was easy." Its good to not only shop around but to get to know your vendors.

It's also common place to see your vendors change when you change your purchasing manager. Is that something to be concerned about? Yes and no, if they are changing the vendors you have been dealing with because there truly is a considerable cost savings, then that's good. But if you notice they changed the vendor, especially one that your company has a long history with, and the price is not better than you have a reason of concern. Many vendors offer perks for purchasing from them, from tickets to sports events to gift cards and everything else under the sun, but that is something that can be concerning to a business. The reason why is that it can be viewed in such a way that the vendor is paying off their employee in perks to buy from them and not care about the cost of the product they are purchasing. Many companies have policies to deter this from happening. If you're a vendor and running some type of promotion that leads to some type of a "kickback" then it is probably best to get approval from the higher ups at the company before you offer it.

In the end, if you're a business owner its always prudent to get involved in every aspect of your business from time to time. When it comes to purchasing, I find it to be higher up on that list of areas to make sure you constantly review because improper purchasing can surely affect your bottom line.

- Jason Staiano

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## People & The Workplace

Alan B. Pearl, General Counsel • Portnoy, Messinger, Pearl & Associates, Inc. • [abp@pmpHR.com](mailto:abp@pmpHR.com) • 516-921-3400

### Tips for Dealing with Workplace Conflicts

Unfortunately, disputes between employees are inevitable. At some point or another, the differences in employees' personalities, moods, opinions or lifestyles will lead to disagreement and conflict. The resulting discord in the workplace ultimately affects all workers. Not only does the unwanted tension make the workplace environment uncomfortable, but it can negatively affect your company's productivity. Although it can be argued that not all tension is bad, when tension and conflict are left unattended to fester, that negativity can become stressful and distracting.

Since every dispute and disagreement is different, there is no fool-proof manual for managers to follow when a conflict arises. When dealing with employee disputes, many factors should be taken into consideration, including your company's culture and regulations, the employees' unique or unknown personal circumstances, and conflicting personalities. Once a conflict is brought to the attention of manager or supervisor, they must be equipped with the right skills to manage and resolve the dispute. Poorly trained managers may make the conflict worse, which can lead to disengaged employees, increased employee turnover, and low morale. Provided below are some practicable tips to help managers forage through employee conflicts to find resolutions and to prevent minor disagreements from snowballing into more serious issues.

Before managers can step in to resolve an employee dispute, they must first assess the situation. What is the degree of hostility between the disagreeing parties? Could you meet with the disagreeing parties together or should you meet with each person separately? This first step can save a lot of time. If the parties show great animosity towards one another, having a meeting with both will not likely be a success and could lead to an even larger disaster.

Importantly, managers should also ignore any gossip they might hear around the office and must focus on the facts. The only way to get the facts is by speaking with the conflicting employees and hearing each side of the argument. When a manager determines that speaking to the employees together is a good idea, the manager should provide each party with uninterrupted time to tell their fact-based side of the story. Making sure each party is not interrupted is important, since each party will want to feel listened to and acknowledged. It is likely that letting each party speak while the other parties listen can lead to the realization that there was simply a miscommunication and a resolution can be reached quickly. Objectivity is required during this meeting; managers must not take sides since this will only make matters worse.

During this conversation the employees should state their desired outcomes from the dispute. This should not simply be a statement "to resolve the conflict." The employees should state what each believes the resolution should entail and how a working solution can be reached.

Next, have each employee highlight and categorize the problems. The employees should state the major impediments that each party must overcome in order to achieve the desired resolution. They might discover that some obstacles, such as personality traits or personal beliefs, cannot be overcome, and that trying to control them will not yield a different outcome. Instead, if the employees can understand the issues objectively, they may be able to focus on the problems that are within their control in order to tactically solve the problem.

Managers should then try to find some common ground between the employees to lead to a solution. Often, there is some part of the conflict that both parties can both agree upon and that can become the foundation for managers to bridge the gap between the employees. Managers need to understand that employees do not need to be best friends; they just need to get the job done. Encouraging compromise based on a common ground between the employees may be helpful. Instruct the employees to develop possible alternatives to the solution to help lead to a compromise.

Once a compromise has been reached, have the employees define the specific steps each must take to implement the agreed upon solution. This is the most important step for employees to take when resolving disputes because it defines each party's part in the execution of the solution. This also lets all employees involved know what the others must do to dissolve the conflict and holds everyone accountable to do their part in resolving the issue.

Lastly, managers should document the incident in writing. It is important to create a record of the dispute even if the employees do not want the incident documented. This will help managers monitor employee behavior over time and will help to identify repeat offending employees. This will also provide management with a description of the agreed upon resolution and will enable management to see if each employee followed through with the solution. Should an employee fail to adhere to the agreed upon solution, management can intervene before another conflict escalates.

*If you have any questions about this article or any labor or employment matter, please call Alan Pearl or Brian Shenker at 516-921-3400 or send an email to [abpearl@pmpHR.com](mailto:abpearl@pmpHR.com) or [bshenker@pmpHR.com](mailto:bshenker@pmpHR.com).*



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## NEWS CLIPS

# Carrier Collaborates With Interplay Learning to Provide Innovative Virtual Reality Training Modules

Carrier continues to invest in training programs to provide resources for dealers and to attract new technicians to the industry.

To further its goal of providing cutting-edge training materials for dealers and distributors, Carrier will be working with Interplay Learning to create custom virtual reality (VR) training modules. The modules will feature product-specific content exclusive to Carrier and its network of dealers and distributors. Plus, Carrier users will also gain access to Interplay's growing catalog featuring more than 100 hours of training. Carrier, a world leader in high-technology heating, air conditioning and refrigeration solutions, is a part of Carrier, a leading global provider of innovative HVAC, refrigeration, fire, security and building automation technologies.

These new VR modules will allow Carrier dealers and distributors to train on complex concepts virtually, using realistic, "hands-on" practice. In addition, the custom Carrier modules enable the use of brand-specific equipment allowing students to "work on" the actual Carrier® equipment that they'll encounter in the field. This virtual space also supports providing dealers and distributors with advance access to new equipment before it reaches consumers, so they can be better prepared to work with new offerings.

By offering training in new and innovative ways, like VR, it supports Carrier's efforts to address the skills gap that exists in the HVAC industry. The training is more accessible and modern, to help attract and retain a new and emerging workforce.

"Carrier is committed to offering product-specific, innovative training resources to dealers and distributors," said Holly Rhodes, senior manager, Training, Residential HVAC, Carrier. "We're pleased to be working with Interplay as their exciting, new training modules should prove to be a game changer for Carrier technicians, as well as help attract and educate potential technicians about the industry."

Another advantage for Carrier dealers and distributors is that these resources can be acquired and deployed almost anywhere. The fact that dealers and distributors do not have to go to a training center or specific location to learn should dramatically increase the adoption and utilization of these modules. Course materials are accessible by desktop, laptop or VR-headset and provide an immersive learning experience for engagement and field-like experience.

"Interplay is proud to align with Carrier, a company with a reputation for industry-leading training," said Doug Donovan, CEO, Interplay Learning. "Interplay offers an expertise in simulation—we've trained more than 70,000 students and professionals with our simulation products. It's been long-proven in the medical, aviation and military industries, that simulation training better prepares professionals for real-world experiences."

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