

THE VOICE OF HVACR IN NEW YORK, NEW JERSEY, CONNECTICUT AND LONG ISLAND

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SEPTEMBER 2016

Part One of a Two Part Series

HOW TO:
survive & thrive
IN THE HVAC INDUSTRY

Join us on Thursday, September 15, 2016
at Piccola Bussola in Mineola,
as industry experts
Scott Berger and Jack Fanneron
present part 1 of a 2 part program...
Survive & Thrive in the HVAC Industry!
...See page 7



MACC Presents \$2,000 Check
to the Make A Wish foundation
from our 38th Annual Golf Outing.
Photos on pages 15 & 16

From the President...



MARC SOFFLER
Dynaire Corp.

THIS SUMMER HAS PROVEN TO BE THE SUMMER OF RECORDS; record temperatures and record attendance at MACC social events. So far, this summer is considered to be one of the hottest summers, and, as many HVAC professionals know, the summer means being swarmed by customers, tired employees, and overworked management staff.

During the summer season, it's important to maintain a high level of service despite the pressures to try to satisfy the overwhelming number of service calls. It's important to review the company's objectives and the role that the service department plays in servicing your customers. Very often your service department is more concerned with not having to deal with irate customers who don't want to wait than they are with profitability and customer satisfaction. Many contractors make the mistake of instructing their technicians to perform quick fixes instead of inspecting the equipment and making necessary repairs that will insure proper operation of the equipment throughout the season. By allowing your technicians to do everything that needs to be done in one call, the end result will be more satisfied customers and higher profits.

Our summer events were once again a great success. We had a number record of members attend the 38th annual golfing event at the Village of Lake Success Golf Club. This event has always proven to be a special day, providing a great opportunity to socialize, laugh, and network with all of the members of this unique group of HVAC professionals.

As the busy season winds down, MACC will begin to hold its regularly scheduled monthly association meetings. On Thursday, September 15, at Piccola Bussola, we will continue our "Survive and Thrive" series with Scott Berger and Jack Fanneron sharing the war stories and tips they've encountered during their journey in the HVAC industry. I'm looking forward to seeing you soon, and remember to visit our web site at www.maccny.org for upcoming events.

— *Marc*

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Editor's Notes

by **Anthony N. Carbone**

HAVE YOU EVER LOOKED AT THE BACK OF A COMMERCIAL BUILDING, or along the side of a house these days and noticed the spaghetti wire of low voltage mess that companies like Verizon and Cablevision get away with? There seems to be no protocol or method for the way these companies are allowed to string wires along a building or house. The penetrations are usually unprofessional and haphazard. The draping of wires along a house or building look horrible! However, there isn't a building inspector around giving violations or complaining about the installation process.

While Verizon and Cablevision are tripping over themselves to compete with one another, many homes are outfitted for both services. It's no secret that consumers have learned to pit both companies against each other. So the end result are wires strung from telephone poles, traversing yards and hanging low until they hit the house or building, creating a mishmash of confusion.

In some parking lots on Northern Boulevard, I have seen wires so low that the delivery trucks and carting companies tear them down! No jurisdiction or complaints by anyone. If the air conditioning and heating contractors tried to do such sloppy unprofessional work, we would be approached by every jurisdiction; whether it be the local building department, a township or city violating our jobs and fining us for such poor workmanship. Look around at any home and building and REALLY take notice of the mess. Email me your thoughts. — *Anthony N. Carbone*

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Energy-Related CO2 Emissions From Natural Gas Surpass Coal As Fuel Use Patterns Change

Source: U.S. Energy Information Administration, Short-Term Energy Outlook

Energy-associated carbon dioxide (CO2) emissions from natural gas are expected to surpass those from coal for the first time since 1972. Even though natural gas is less carbon-intensive than coal, increases in natural gas consumption and decreases in coal consumption in the past decade have resulted in natural gas-related CO2 emissions surpassing those from coal. EIA's latest Short-Term Energy Outlook projects energy-related CO2 emissions from natural gas to be 10% greater than those from coal in 2016.

From 1990 to about 2005, consumption of coal and natural gas in the United States was relatively similar, but their emissions were different. Coal is more carbon-intensive than natural gas. The consumption of natural gas results in about 52 million metric tons of CO2 for every quadrillion British thermal units (MMmtCO2/

quad Btu), while coal's carbon intensity is about 95 MMmtCO2/quad Btu, or about 82% higher than natural gas's carbon intensity. Because coal has a higher carbon intensity, even in a year when consumption of coal and natural gas were nearly equal, such as 2005, energy-related CO2 emissions from coal were about 84% higher than those from natural gas.

In 2015, natural gas consumption was 81% higher than coal consumption, and their emissions were nearly equal. Both fuels were associated with about 1.5 billion metric tons of energy-related CO2 emissions in the United States in 2015. •

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Join us for the first of a two part series "How To Survive & Thrive in the HVAC Industry" presented and moderated by two industry experts.

Thursday, September 15, 2016

5:30 — 8:30PM

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SCOTT BERGER

President of Arista Air Conditioning Corp.

Scott Berger is the President of Arista Air Conditioning Corp. and Kelnard Refrigeration/Kitchen located in Long Island City, NY. Scott's career can be defined in many ways by the phrase "service to others". He has demonstrated great dedication coupled with an impressive history of furthering the growth and development of others through strong leadership and collaborative learning environments. He continues to focus on how we all can better attract and develop great people within our industry. Scott's dedication to the advancement of others is evidenced by his commitment to the multitude of organizations that continue to benefit from his experience, expertise and leadership.



JACK FANNERON

President of BP Group

John Fanneron received a degree in Marine Engineering from Calhoun School of Engineering and is also a graduate of The Advanced Leadership Institute (ALI) of Babson College.

Mr. Fanneron has extensive professional experience in the HVAC, Mechanical industry where he is a member of the Board of Directors for the Service Technician Training Center among many other industry affiliates. Mr. Fanneron is responsible for corporate growth and profitability of The BP Group, utilizing his wealth of certifications attributed to his personal and professional dedication to innovation and knowledge within the industry and NYC communities alike.



RSVP at www.maccny.org

Study: Homeowners Now Use The Internet Rather Than A Contractor, For HVAC Purchase Information

An important sea-change has occurred in the way consumers gather information about their impending purchase of a new HVAC system. For the first time, more consumers in Decision Analyst's American Home Comfort Study reported using the Internet to gather information about their new HVAC system purchase than reported getting that information from their contractor.

In 2016, more than half of homeowners surveyed said they used the Internet as a source of information before their recent purchase of a central HVAC system, while less than half said they relied on their HVAC contractor's recommendation. These sources of information were utilized equally in the 2013 edition of the American Home Comfort Study, and prior to that, the contractor was the unequivocal primary source of information for consumers.

"While some HVAC contractors are building a consultative business, too many have given away an important opportunity: their professional knowledge-based

relationship with their homeowner customer," said Garry Upton, a leading market researcher in the HVAC field.

Homeowners' expanded reliance on the Internet as a source of information in part highlights a weakness in the current business model of too many contractors. Instead of spending time with the homeowner, sharing information about their HVAC systems and becoming their personal home-comfort expert, the technician is more focused on fixing what's broken and getting on to the next call as soon as possible. In response, consumers are turning to other sources of information about their HVAC system choices, such as manufacturers' websites.

HVAC manufacturers' Internet focus is paying off. More than half (58%) of consumers who used the Internet to research their purchase visited an HVAC manufacturer's website to obtain information about their purchase. Manufacturer websites were cited as the most-often used source of information for these consumers, followed by



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articles and information found via a search engine (46%), and free Internet review boards (32%). Contractors' websites were viewed less often, as only (30%) of homeowners included a local contractor site in their online search.

Homeowners choosing the brand of HVAC equipment before deciding on the contractor comprise a growing segment of the consumer HVAC market, increasing from 25% in 2013 to 29% in 2016. More than three-quarters (77%) of consumers who decided on the brand they wanted to purchase before choosing the installing contractor used the Internet to research their purchase, while less than one-third (31%) who decided on brand first included the contractor in their information search.

About Decision Analyst

Decision Analyst (www.decisionanalyst.com) is a leading global marketing research and analytical consulting firm specializing in advertising testing, strategy research, new product development, and advanced modeling for marketing decision optimization. The nearly 40-year-old firm delivers competitive advantage to clients throughout the world in the consumer packaged goods, HVAC, telecommunications, retail, technology, medical, and pharmaceutical industries. •



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OSHA Kicks Off 'Hear and Now - Noise Safety Challenge'

Every year, 22 million workers risk losing their hearing from workplace noise hazards. Hearing loss disability costs businesses an estimated \$242 million annually in workers' compensation.

The DOL's Occupational Safety and Health Administration, in partnership with the National Institute for Occupational Safety and Health, have launched the 'Hear and Now - Noise Safety Challenge' with the dual goals of inspiring creative ideas and raising business awareness of the market for workplace safety innovation.

Idea submissions are due by September 30. Ten finalists will be invited to pitch their ideas to a panel of judges on October 27 in Washington D.C. The event will feature investors, representatives of the NIOSH Research to Practice Program and representatives of the U.S. Patent and Trademark Office.

The competition is open to all ideas related to occupational hearing protection. Suggested topics include:

- Technology that will enhance employer training and improve effective use of hearing protection.
- Technology that alerts workers when hearing protection is not blocking enough noise to prevent hearing loss.
- Technology that allows workers to hear important alerts or human voices while remaining protected from harmful noise.

More information and a link to submit ideas can be found at <https://www.dol.gov/featured/hearing>. •



John P. Hanley

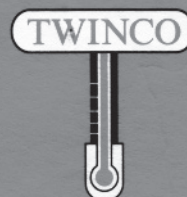
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Major Changes To Overtime Law Coming Soon

Is your company prepared for the big changes to overtime regulations that go into effect in just a few short months? As of December 1, 2016, the federal salary threshold for the “administrative” and “executive” exemptions from overtime requirements will go up to \$47,476 per year (or \$913 per week). The threshold for “highly compensated employees” will increase also, going from \$100,000 to \$134,004.. This means that, as of December 1, for an employee to qualify for these exemptions – i.e., not be entitled to overtime pay – under federal law, the employee must be paid an annual salary of at least \$47,476, in addition to having the job duties required for the exemption. An employee whose salary is less than that amount will be entitled to overtime pay for any overtime hours worked, regardless of his or her

position, title, or duties.

The current minimum salary for employees to meet the “administrative” and “executive” exemptions under federal law is \$23,660 per year, or \$455 per week. Thus, the increase to \$47,476 is a huge jump that will affect millions of employers and their employees.

In some states, state law already requires exempt employees to be paid a higher minimum salary higher than the current federal threshold of \$23,660 per year. In New York, for example, the current threshold for the administrative and executive exemptions is \$35,100 per year (\$675 per week). For employers in states like New York, meeting the new minimum federal standard will be less of a stretch than in other states. But even for these employers, the increases needed will be significant.

This means that it will not be feasible for employers to raise all exempt employees’ salaries to at least \$47,476. And even where this is financially feasible, it will not be the best solution in all cases. For some employees, being reclassified as non-exempt and will make more sense, even though it means those employees will become eligible for overtime pay. For example, if an employee rarely or never works more than 40 hours in a week, there is no reason to increase her salary to \$46,476 simply to maintain her exemption.

That being said, employers should be sensitive to the fact that employees who are accustomed to being exempt may react negatively to suddenly being required to punch a clock. Employers should convey the news of this change in classification to affected employees with care, and should consider the morale issues it may raise.

Our firm is available to provide guidance on best practices for implementing the necessary salary and classification changes, and for communicating those changes to staff. If you have questions about how the new regulations will affect your company, please do not wait to contact us. Time is running out. •

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Statement From Stuart S. Zisholtz, Esq.

Seeking Delays In A Public Project? It Is Essential To Understand The Time Frames And The Terms And Conditions Of The Contract

I was contacted by a contractor who performed work on a public project which dragged on for years. He wanted to pursue a claim for unanticipated delays in completing the project.

Most public projects contain a no-damage for delay clause in the contract. There may also be a clause which directs that the contractor file a written Notice of Delay in order to obtain an extension of time and preserve any chance of bringing a claim for delay damages. The time frame associated with the Notice is extremely short and may only be two business days after commencement of any condition which is causing a delay in the project.

Moreover, the contractor may be required to provide a written narrative and a supporting schedule detailing the anticipated impact of each change that resulted in the delay. The impact schedule must address specific activities relating to the changes to the scope of the work and must incorporate the present accepted schedule for the project. Each impact analysis must be submitted within 20 working days after a

delay occurs or after a notice of direction or change order is issued. If a contractor does not timely submit an impact analysis requesting additional compensation and/or an extension of time within 90 days after a notice of direction or change order is issued, the contractor will have waived any right to additional compensation and/or extension of time.

If a contractor is seeking delays in a public project, it is essential to understand the time frames and the terms and conditions of the contract. Failure to do so may waive any delay claim.

Never let your lien time run out.

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Honeywell Connected Thermostats Can Now Be Controlled By Voice

Every Honeywell connected thermostat can now be controlled simply with the power of voice, using Amazon Alexa-enabled devices like Echo, thanks to a new Alexa Skill.

By simply saying "Alexa," customers with Honeywell Lyric Round™ (first and second generation) or Total Connect Comfort (Wi-Fi and RedLink) thermostats can adjust their home's temperature with a short verbal command. Even homes that have multiple zones using applicable Honeywell thermostats can be adjusted, simply by confirming for Alexa which thermostat should be controlled. •



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Bell & Gossett Revamps TECHNOLOGIC Pump Controller

Enhanced product strengthens Xylem's variable frequency drive installation capabilities

Xylem Inc. and its Bell & Gossett (B&G) brand today released the latest generation of their intelligent pump controller/market-leading variable frequency drive (VFD), further strengthening its portfolio of system solutions. The updated TECHNOLOGIC VFD series combines two advanced controller functions — the Start-Up Genie and an electronically controlled bypass — engineered to reduce on-site setup and configuration time by more than 50 percent across a wide range of hydronic HVAC system applications.

"The demand to reduce operating costs and optimize building systems is higher than ever. This bundled offering of B&G hydraulics and TECHNOLOGIC controls ensures a single point of contact and ease of service — a critical factor in pump specification," said Kyle Schoenheit, Global Product Manager, Xylem. "B&G continues to offer solutions that address our customers' feedback and meet the needs of commercial building owners."

The TECHNOLOGIC drive's proprietary Start-Up Genie guides users and installers through quick and easy commissioning, with its 10 preconfigured applications, preset pump protections and input/output options. For more straightforward hydraulic applications, a built-in Auto set mode is available that remembers previously set parameters,

enabling users to quickly make adjustments without inputting measurements. Set-up time is about 15 minutes, compared to more than 45 minutes for most other products available today.

For applications with varying flow ranges, the TECHNOLOGIC has the ability to alter hydraulic performance to maintain constant system pressure, resulting in more efficient operations. The drive provides constant speed lag control and the ability to control one variable speed pump with up to two fixed speed lag pumps triggered by relay. This duplex configuration provides precise application management. It has the versatility to support large hydraulic ranges while optimizing system uptime for the end-user.

The TECHNOLOGIC's bypass option with electronic control ensures uninterrupted operation of the HVAC system by keeping the rotating equipment running, even if the drive is taken out of the loop. Advanced system control features include: automatic bypass; common start/stop in drive or bypass modes; and advanced firefighter's override.

The TECHNOLOGIC is compatible with any system and a variety of products, including B&G's Series e-80 vertical inline centrifugal pumps available with Integrated Technologic Sensorless Control VFDs, eliminating the cost and time of using wired transducers to better match system demands. •



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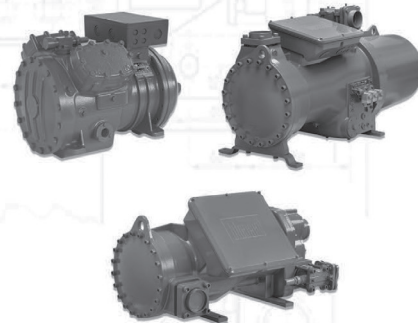
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