

A TMB Publication

Phc News

plumbing & hydronic contractor news

Contractor of the Year
Mechanical, Inc. – Building value



Brian Helm, president

COVER
STORY

Contractor of the YearPage 42

TODAY'S
WHOLE-
SALER

Wholesaler partnershipsPage 18

TOP
PRODUCTS
OF 2008

Best products on display . .Pgs. 90-100

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Hydrant Assembly, Jay R. Smith Mfg. Co.*

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Professional Grade Hydrant Series

Non-Freeze Boxed Wall Hydrant, Fig. #5509QT
with stainless steel square box and bronze veneer face. Hydrant features full-flow quarter-turn key, integral vacuum breaker and meets ANSI specifications



Guardian Dual Check Hydrant, Fig. #5519
has ASSE 1052 approval and features full-flow quarter turn key, integral vacuum breaker, dual check valve and stainless steel box that fits one standard brick course



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Circle 2 on Reader Reply Card



On the Cover

Brian Helm, president of Freeport, Ill.-based Mechanical, Inc, sits down with Editor John Mesenbrink to discuss the reasons his company earned the title "Contractor of the Year." The company's motto "We do what we say" and its vision statement "People Building Value" are good indications why Mechanical, Inc. deserves the honor. Story on page 42.

Features

84 Commercial restroom style

No longer industrial-looking with stark functionality, commercial restrooms now sport style and class courtesy of residential design elements.

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John Guest International, based in England, has manufactured high quality push-in fittings for more than 40 years, while John Guest USA was incorporated in 1985. Phc News talks with Ray Demirjian of John Guest USA.



plumbing & hydronic contractor news

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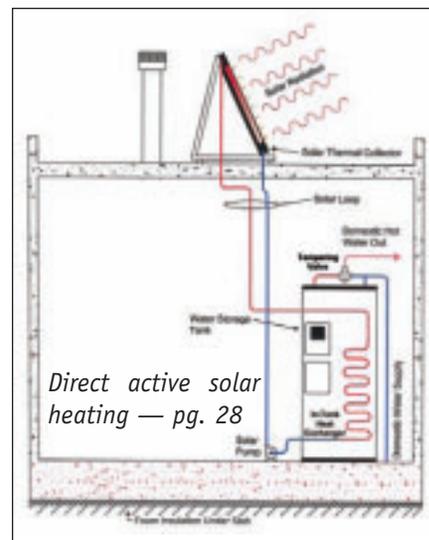
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Tom M. Brown Jr., President

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Circle 3 on Reader Reply Card

Mr. Waterheater opens in Connecticut

PITTSBURGH — Eric Cook, owner of Escape Plumbing & Heating serving western Connecticut, expects to hear the phone ringing because of a catchy advertising jingle that was part of his recent award of the first Mr. Waterheater franchise in the state of Connecticut.

Cook investigated Mr. Waterheater after reading an advertisement in a trade magazine. "It became obvious that this is a great way for me to take my plumbing business to the next level," said Cook.

Mr. Waterheater franchisees install residential and commercial water heaters under a business model that is very simple and has proven "recession-proof" because water heaters are

a necessity no matter what the economy is doing. Because replacing a water heater is quick, clean and easy work compared to many plumbing jobs, pricing can be determined up front so there are no surprised or disgruntled customers.

Cook expects a strong response from customers not only because of the jingle but to discount pricing for water heaters. Mr. Waterheater buys in volume from Bradford-White and passes the savings on to the customer. He added that most water heaters are replaced within two days.

Cook is the third Mr. Waterheater franchise in the corporate system and the first outside of the core market in western Pennsylvania. His growth

plan is to attach the Mr. Waterheater franchise to his existing plumbing business. Cook plans to initially do the installations until the business can support additional personnel.

Mr. Waterheater started operation in 1981 by two former Sears employees. The company was purchased in 1998 by the Sembower family that operates Sembower-Mikesell Plumbing. The company has doubled in business and installs close to 5,000 water heaters a year and sells almost 7,000 with the largest share of the residential water heater replacement business in the Pittsburgh market.



The Mr. Waterheater mascot appears at fundraisers, sporting events and other charity events and puts a personality on one of the most mundane things in the home. Here a mom and her children pose for a picture.

TMB Publishing joins Green Mechanical Council

WASHINGTON — TMB Publishing, Inc. — the publisher of *The Wholesaler*, *Phc News* and *Plumbing Engineer* — has joined the Green Mechanical Council as a Media member. Since its inception in 1945, *The Wholesaler* is the oldest publication in the PVF, plumbing, HVACR and hydronic heating industry, and has remained the most trusted news source, serving wholesalers in the PHCP

industry. Celebrating 10 years as the authoritative voice in the plumbing and hydronic contracting industry, *Phc News* boasts superior editorial content and a collection of industry writers that is second to none. *Plumbing Engineer* is the oldest and most respected industry publication targeting consulting specifying and design engineers. The magazine's long-standing reputation and dedication to editorial excellence has produced unmatched reader loyalty.

With a combined circulation of 104,620 engineers, wholesalers, contractors and reps, TMB Publishing prides itself on the fact that it sticks to what it knows — plumbing, HVACR, PVF, hydronic heating, solar and alternative energy/green building.

The mission of the Green Mechanical Council is to educate contractors, field technicians, and industry leaders about creating and maintaining environmentally sound residential and commercial mechanical systems.

For additional information about the Green Mechanical Council, visit www.greenmech.org.

For more information about *The Wholesaler*, *Phc News* and *Plumbing Engineer*, call John Mesenbrink at 847-564-1127 or visit www.tmbpublishing.com.

Phc News & Dan Holohan team up for AHR webcast

NORTHBROOK, ILL. — Don't miss the chance to get a VIP tour of the AHR Show in Chicago without even being there. Join Dan Holohan as he tours the show floor interviewing manufacturers. If you are unable to catch the show live, don't miss this FREE exclusive three-part webcast featured on HVACTV.com February 10, 11, 12 at 8 p.m. EST. Be sure to catch Holohan's in-depth interviews with manufacturers on the latest company news and products; get a first-hand look at new product technology; and, of course, Dan Holohan's unique perspective.

For sign-up details, please visit www.hvactv.com or www.phcnews.com. See page 23 for more details.

Study: hire pros instead of DIY for home projects

ATLANTA — A national survey commissioned by online review site Kudzu.com found that trying to save money on do-it-yourself home projects might end up costing more than hiring a pro. One in four Americans have hired a professional to fix or finish a home improvement project they first tried themselves. The study, conducted by Kelton Research, revealed that 35% of Americans believe it is

more cost effective to hire a professional for a home improvement project than trying to do it themselves.

With age, people gain more perspective on the issue. More than a third (38%) of Americans ages 45 and older note hiring a professional for a home improvement project would be more cost-effective than doing it themselves, compared to 32% of those ages 18-44.

REHAU to exit municipal PVC pipe, PEX plumbing systems markets

To refocus efforts on polymer system innovations for construction industry

LEESBURG, VA. — Within its overall strategic shift away from the production and sale of commodity products, REHAU has announced that it will exit municipal PVC pipe manufacturing and supply in Canada, as well as its business as a PEX plumbing systems supplier in the U.S. and Canada.

Production of municipal PVC pipe ended Oct. 31, with sales continuing through Mar. 31, 2009. The company will also support PEX plumbing systems orders through March 31, 2009, and will provide full-scale customer assistance to ensure a smooth transition into alternative plumbing sys-

tems product lines thereafter.

The decision is part of a significant company-wide initiative to hone its construction focus on high-performance polymer systems, said Dr. Kathleen Saylor, REHAU North America chief executive officer: "Providing such systems solutions for our customers is REHAU's strength, and is where we need to concentrate our resources for the future."

REHAU introduced PEXa pipe for plumbing applications to the North American market in 1997. However, according to Bill Johansen, business unit manager for REHAU's heating and plumbing group, because PEX plumbing systems have become highly competitive commodities, REHAU is getting out of that market to concentrate on higher-margin products.

Jobs report underscores urgency of infrastructure stimulus, AGC says

WASHINGTON — "The unemployment report — grim reading on all counts — is especially bad for construction and shows the urgency of enacting infrastructure spending as part of a stimulus bill," said Ken Simonson, chief economist for The Associated General Contractors of America (AGC). He cited a Bureau of Labor Statistics report that showed the unemployment rate for construction workers jumped to 10.8% in October, up from 6.1% a year ago, or nearly half of the million-plus jobs lost during the past 12 months.

Many of those losses have been in heavy and civil engineering construc-

tion, Simonson said, and those workers could quickly be re-employed if the states had enough money to award contracts for thousands of projects they have ready to go.

"AGC urges Congress to act this month on a stimulus package that includes funding for highway, bridge and other infrastructure work," Simonson stated. "This is a great time for both public agencies and private owners to go ahead with construction. Many materials costs have tumbled since last summer, and there are plenty of skilled contractors ready to bid for work."

For more, log on to www.agc.org.

Everybody in this issue is probably talking **“green.”**



But what does “green” mean, anyway?

At Buderus “green” means 275 years of manufacturing products that are energy efficient, environmentally sound, and user friendly. Buderus boilers are built to maximize the heating value of every ounce of fuel and burn cleaner with less impact on the environment. In addition to our “green” residential and commercial boilers, domestic hot water storage tanks, climate and energy controls, panel radiators and other accessories, we manufacture a complete line of solar hot water products that work with both tankless and boiler systems. So what does “green” mean? For us, it means “blue”—Buderus blue.



Circle 4 on Reader Reply Card

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Comfortable. Efficient. Intelligent Heating.

BrassCraft website provides total plumbing product info

NOVI, MICH. — BrassCraft recently announced its renovated website, www.brasscraft.com; it is structured to reflect the company's new product strategies. The redesign utilizes rich visuals to reveal breadth of selection, and to easily guide plumbing contractors and wholesalers through the site.

More comprehensive information, coupled with uncomplicated navigation makes getting very specific information very easy and quick. Two clicks gets to all there is to know.

The site is organized around BrassCraft's five core product categories — water stops, water connectors, gas valves, gas connectors and fittings. One click on any category graphically displays the entire selection available in that category. To learn more, visitors simply click on the appropriate product photo to

access enhanced information, including additional links that provide technical details, literature and catalogs.

Plumbing contractors and wholesalers can obtain up-to-date information on BrassCraft's technology and trends, while a customer support section provides technical documents, a literature library, and, for wholesalers, electronic data interchange (EDI), technology to help streamline their business process, and SureCount™, a state-of-the-art shipping verification system.



Matco-Norca offers winter specials

BREWSTER, N.Y. — With the winter heating season upon us, Matco-Norca has announced its 2008 Heating Products Special, with discounts on more than 20 products.

The company is offering discounts on the following product lines:

- Brass radiator steam angle valves, in sizes ranging from 1/2" to 1 1/2" (nuts & tailpiece on sizes 1" and 1 1/4");
- Brass radiator gates valves, in sizes 1" and 1 1/4";
- C.P. steam air valves, in sizes 1/8", 1/4" and 3/4";
- Cast iron circulator flange kits (2 flanges, 4 bolts and 4 nuts per kit), in kit sizes 3/4", 1" and 1 1/4";
- Boiler manifold headers in 2, 3 and 4 zones and 12", 18" and 24"

lengths;

- Baseboard tees in 3/4" and 1" both with 1/8" FIP outlet (3/4" available with vent cap); and

- Backflow preventors (BFP 90)

Prices for these products and others are available through December 31, 2008. For more information, visit www.matco-norca.com or call 800/431-2082.



Cifial USA nearly doubles in size, expands to new office and warehouse in Atlanta area

NORCROSS, GA. — Cifial USA, an international plumbing and hardware manufacturer and distributor, has moved to a new warehouse and office center here, increasing its current space by more than 19,000 square feet.

The 5,000-square-foot office and 36,000-square-foot warehouse in this north Atlanta suburb responds to

homeowner demand for Cifial's new lines of fashionable, top-quality plumbing fixtures.

Founded in Portugal in 1904, Cifial utilizes state-of-the-art casting, forging, machining, and finishing technology to create luxurious product lines. Cifial's collections include faucets, custom shower components, bath accessories, interior and exterior door hardware and cabinet hardware for residential and commercial uses.

The new warehouse and office are located at 6540 Peachtree Industrial Blvd. Suite A, Norcross, Ga. 30071. For more information, call 800/528-4904 or visit www.cifialusa.com.

Cifial USA, based in Atlanta is the home of North American operations and distribution.



ECR International announces winner of sail away escape

CRANFORD, N.J. — ECR International has announced that Tom Swick of Chapman Brothers here has won the 2008 ECR Sail Away Escape giveaway. The promotion was held from July 1st to August 29th. Any contractor who purchased a qualifying ECR International furnace or boiler was awarded an American Express gift card. Additionally, he or she was automatically entered for a chance to win a five-day, four-night cruise including round trip airfare to the port and hotel accommodations. No purchase was necessary to be entered into the Sail Away Escape giveaway.

Swick purchased a Utica Boiler from Viking Plumbing & Heating



Supply in Roselle Park, N.J. and was entered into the giveaway. His name was drawn in a random drawing of all entrants.

ECR International is a manufacturer of high efficiency heating and air conditioning appliances for the North American market.

EPA taps Kohler for inaugural 'Partner of the Year' award

KOHLER, WIS. — Kohler Co., a global player in kitchen and bath design and technology, was chosen by the Environmental Protection Agency's (EPA) WaterSense program as the "Manufacturing Partner of the Year."

"Kohler is honored to be recognized by the EPA for the company's efforts promoting the WaterSense program, and overall water efficiency," said Shane Judd, senior product manager for water conservation at Kohler.

Judd explained Kohler has responded to the need for water conservation by developing new products that use less water, but don't sacrifice performance. He further said Kohler concentrates on public education by conducting continuing education courses on water efficiency. These courses are hosted across the country, where architects, designers, builders and plumbers learn from Kohler-trained associates the importance of specifying water-saving products inside the home, and the ultimate benefits to the end customer.

Moreover, the company's spokesperson, Ed Del Grande of *Ed the Plumber* on the DIY Network, tours the United States talking about high efficiency toilets, conducting interviews on reducing water use, and promoting WaterSense for audiences at national trade shows.

EPA launched the WaterSense Awards program in February 2008, honoring work performed during 2007. The new awards recognize WaterSense partners who helped advance the overall mission of WaterSense; increased awareness of the WaterSense program in a measurable way; and demonstrated overall excellence in the water-efficiency arena. Kohler prominently displays the WaterSense logo in product literature, on its Web site, and at trade shows.

One of the major promotions accomplished by Kohler in 2007 was the promotion of WaterSense toilets at the Charmin Holiday Restrooms in New York City.

Wolverine Tube acquires Kamco tube producer

LONDON, ONTARIO — Wolverine Tube (Canada) Inc. announced it has signed a definitive agreement to purchase all of the assets from the Kamco Division of Granby Industries Limited Partnership in a transaction that closed last October 31.

Wolverine is Canada's leading manufacturer of copper tube products for the industrial, wholesale and refrigerated markets.

Jean Noelting, president of Wolverine Tube, said, "Kamco is a leader in coated copper tube products and represents an excellent expansion

opportunity for Wolverine Canada into a niche, value-added segment, which is our strategy for future."

Wolverine will move the assets of Kamco into its own facility to reduce costs and gain advantage of logistics efficiencies because the customer base for both companies often is the same, according to Noelting.

"Wolverine Canada represents an excellent buyer for this division and the sale will allow Granby to focus on its core products and customers," said Pierre Fournier, president of Granby.

IS A SLOWER MARKET HITTING HOME?

HERE'S THE SECRET TO
THIS YEAR'S MARKET
TURN-AROUND



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January 9 & 16, 2009

#36
*Benjamin Franklin Plumbing® has moved up from #40 in 2006 to #36 in 2007 as the top new franchises in the U.S. by Franchise Times Magazine.**



*Benjamin Franklin Plumbing® has moved up from #423 to #249 in the U.S. by Entrepreneur magazine's Franchise 500®.***

*Franchise Times Monitor calculates the Fast 55 using the following methodology: 1) The brand has been franchising for five years or less. 2) They must exhibit positive franchise unit growth for each year during this period. 3) They are awarded a ranking by the fastest unit growth during the last year. Rankings are neither approved nor supported by your applicable state franchise board.

**The source is Entrepreneur magazine and their Franchise 500® rating system, which annually initiates questionnaires to all known U.S. and Canadian franchisors. Judging criteria is financial strength and stability, growth rate and size of the system, including the number of years in business and length of time franchising, startup costs, litigation, percentage of terminations and whether financing is provided, and upon audited financials. Based upon the approximately 75% of responses they receive from the franchisors, scores are compiled for the past five years or less, and those rankings are awarded in January.

Minn. Reg. F-4264 Benjamin Franklin Franchising, L.L.C., 50 Central Avenue, Suite 920, Sarasota, FL 34236. You should not take the franchisor's statement or their experiences as an inference that a purchase of a franchise is a safe investment or that failure, loss or default is impossible or unlikely, or that earnings or profits are assured.

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Circle 5 on Reader Reply Card

Inside the trade

What we're hearing



Chicago Faucets' ECAST to meet Calif. standards

DES PLAINES, ILL. — On January 1, 2010, California Assembly Bill 1953 (AB1953) will take effect and establish new lead content levels for faucets, pipes and plumbing fittings. Products affected by this bill will need



to receive certification from an independent, ANSI-approved, third party testing organization in order to be sold and installed in the State of California. In response to this bill, Chicago Faucets introduces their ECAST™ line.

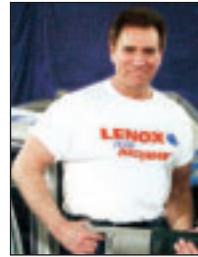
Chicago Faucets ECAST line provides a complete offering of durable, high quality brass faucets and fixtures, including deck mounted and wall mounted faucets, metering faucets, stop valves, specialty fittings and bubblers. The line was developed specifically to meet the AB1953 standard requiring faucets intended to dispense water for human consumption must not exceed a total weighted average of 0.25% maximum lead content.

"This new line of faucets has already received certification from IAPMO, an independent, ANSI-approved, testing organization," said Andreas Nowak CEO of Chicago Faucets. "More importantly, ECAST will be in California beginning October, 2008, 14 months before the law actually takes effect."

For more information on Chicago Faucets, visit online at www.chicago-faucets.com.

Tool Tips

with Hackman



Getting more from your gas cylinder

Tool Tips features trade tips from Lee "HACKMAN" Breton, marketing services manager for LENOX®, team HACKMAN event manager and car cutter extraordinaire. Every month, HACKMAN shares insight from his 25+ years in the tool industry.

Like most industries today, the building and construction trades have joined the world in adopting more environmentally friendly practices. The proper disposal of gas cylinders has long been an environmental challenge for users. By law, gas cylinders cannot be refilled. Therefore, it was important to find a way to properly dispose of the many cylinders that the industry goes through in a given year.

The LENOX Fat Boy™ gas cylinder, available with either Propane or Max Power Propylene gas, is the answer the industry has been looking for. The patent-pending feature called the Green Key® allows the release of any unused fumes and depressurizes the cylinder so that it can be disposed of according to the local steel recycler. This simple device, which comes with

each cylinder, allows the user to completely discharge the cylinder safely and recycle it.

The new gas cylinders also provide 20% more fuel than standard 14.1 oz cylinders. To a professional plumber this translates into more soldered joints, more heated pipes, longer run times and less cylinder change-outs that results in fewer canisters of which need to be disposed.

This increased capacity comes in a compact shape with a 25% height reduction which is better balanced and allows for greater accessibility into tight spaces. The cylinder is also wider at the base for increased stability. The more balance a cylinder has, the safer the user feels knowing that the cylinder with a hand held torch is



less likely to tip over as easily avoiding possible accidents and damage.

If you have any questions or comments for HACKMAN, email him at hackman@lenoxtools.com or visit www.lenoxtools.com.

Green Key® is a registered trademark of the Coleman Company.

Current prices



Fuels

Gasoline			Diesel		
Area	¢/gal.	Change	Area	¢/gal.	Change
U.S. average	207.2	↓	U.S. average	280.9	↓
East Coast	211.4	↓	East Coast	292.4	↓
New England	212.1	↓	New England	314.8	↓
Central Atlantic	220.5	↓	Central Atlantic	307.2	↓
Lower Atlantic	204.4	↓	Lower Atlantic	284.0	↓
Midwest	193.3	↓	Midwest	276.4	↓
Gulf Coast	195.6	↓	Gulf Coast	274.5	↓
Rocky Mountain	203.3	↓	Rocky Mountain	282.2	↓
West Coast	235.7	↓	West Coast	276.8	↓
California	237.4	↓	California	275.4	↓

Metals

*Copper	\$1.59/lb.	↓	**Aluminum	\$.79/lb.	↓
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Prices valid as of 11/17/08. Fuel information courtesy of the U.S. Department of Energy <http://tonto.eia.doe.gov/oog/info/gdu/gasdiesel.asp>. Arrows indicate change from previous issue. * Copper prices according to NYMEX.com. ** Aluminum prices according to metalprices.com.

Training Center

Energy Auditing Train the Trainer

The Heating, Ventilation, Air Conditioning and Refrigeration (HVACR) industry is a \$200 billion-a-year U.S. industry, and second only to transportation as the largest consumer of energy. Energy efficiency is on everyone's mind and the HVACR industry is central to the solution. An energy audit provides possible areas for improvement in efficiencies.

John Walsh, president of Training for the Trades, will teach the Energy Auditing Train the Trainer program at the Industry Sponsored National HVACR Educators and Trainers Conference. Participants must

bring their laptop computers.

The Energy Audit program will show you how to calculate monthly and annual heating and cooling costs for residential and light commercial buildings. An optional version of the Energy Audit program contains appliance capabilities and can calculate appliance and hot water energy use.

The conference is March 8 - 10, 2009 in Las Vegas. The program is one of 30 sessions offered at the 2009 National HVACR Educators and Trainers Conference. To register, call 800/394-5268.

We can't always find you. But you can always find us.

For the latest on copper tube and fittings, visit www.copper.org

The Copper Development Association regularly publishes technical and application information on copper tube and fittings. To ensure you always have the latest updates, we've dedicated an entire section of our Web site to you.

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HTP names regional sales manager

BLUFFDALE, UTAH — Heat Transfer Products (HTP) announced that hydronics industry veteran **Ed Nordstrom** has joined the company as sales manager — Western region. Based in Santa Fe, N.M., Nordstrom will be responsible for all sales and technical training activities in the Western United States and Western Canada. Dale Townsend, who serves as Western region technical training manager, will report to him.

- Midwest/South: Sales and marketing manager **Steve Wilson** has been named sales manager — Midwest/South Region, based in Red Lion, Pa. Wilson will also oversee the Canadian provinces of Ontario and Quebec.

- Northeast: Technical training manager **John Sawyer** has been given the additional assignment of sales

manager — Northeast region, based at company headquarters in East Freetown. He will also oversee the Maritime Provinces in Canada.

ASPE Board inducts S. Jerry McDanal into College of Fellows

LONG BEACH, CALIF. — During the biennial ASPE-EPE banquet, the ASPE Board inducted **S. Jerry McDanal**, CET, CIPE/CPD, CSI, F-ASPE, vice president engineering, Jay R. Smith Mfg. Co. into the College of Fellows. McDanal, along with nineteen of his colleagues, was one of the first to receive this accolade for the American Society of Plumbing Engineers. The College of Fellows recognizes ASPE members of established reputation



McDanal

who have made significant, sustained contributions to the plumbing engineering and design profession in the areas of contracting and manufacturing. McDanal retains the ASPE Fellow designation for life, and receives a special College of Fellows ASPE lapel pin and award plaque announcing his induction. The Jay R. Smith Mfg. Co. team would like to recognize McDanal for his outstanding service, leadership and vision at Smith, ASPE and to the plumbing and drainage industry.

Rinnai appoints general manager

PEACHTREE CITY, GA. — Rinnai Corp., one of the world's largest gas appliance manufacturer and leading tankless water heater manufacturer, has announced the appointment of **Phil Weeks** as general manager of its North American operations, effective October 13. In this newly created position, Weeks will oversee the company's

sales, marketing and operations functions in the United States and Canada.

Egan hires engineering manager

MINNEAPOLIS — Egan Company, one of Minnesota's oldest and largest specialty contractors, has hired **Paul Dvorak** as mechanical engineering manager. Dvorak is a registered mechanical PE in Minnesota and Oregon and holds a LEED Accredited Professional distinction from the U.S. Green Building Council.

Bell & Gossett appoints rep

MORTON GROVE, ILL. — ITT Bell & Gossett announced that **James M. Pleasants Co.** has been appointed representative for the company's HVAC and plumbing products in Tennessee, Alabama, southern Kentucky, the Florida panhandle and the collar counties in Arkansas and Mississippi near Memphis.

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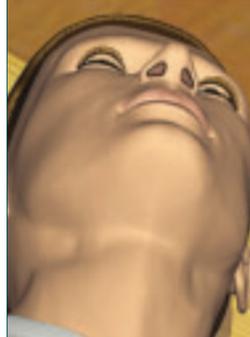
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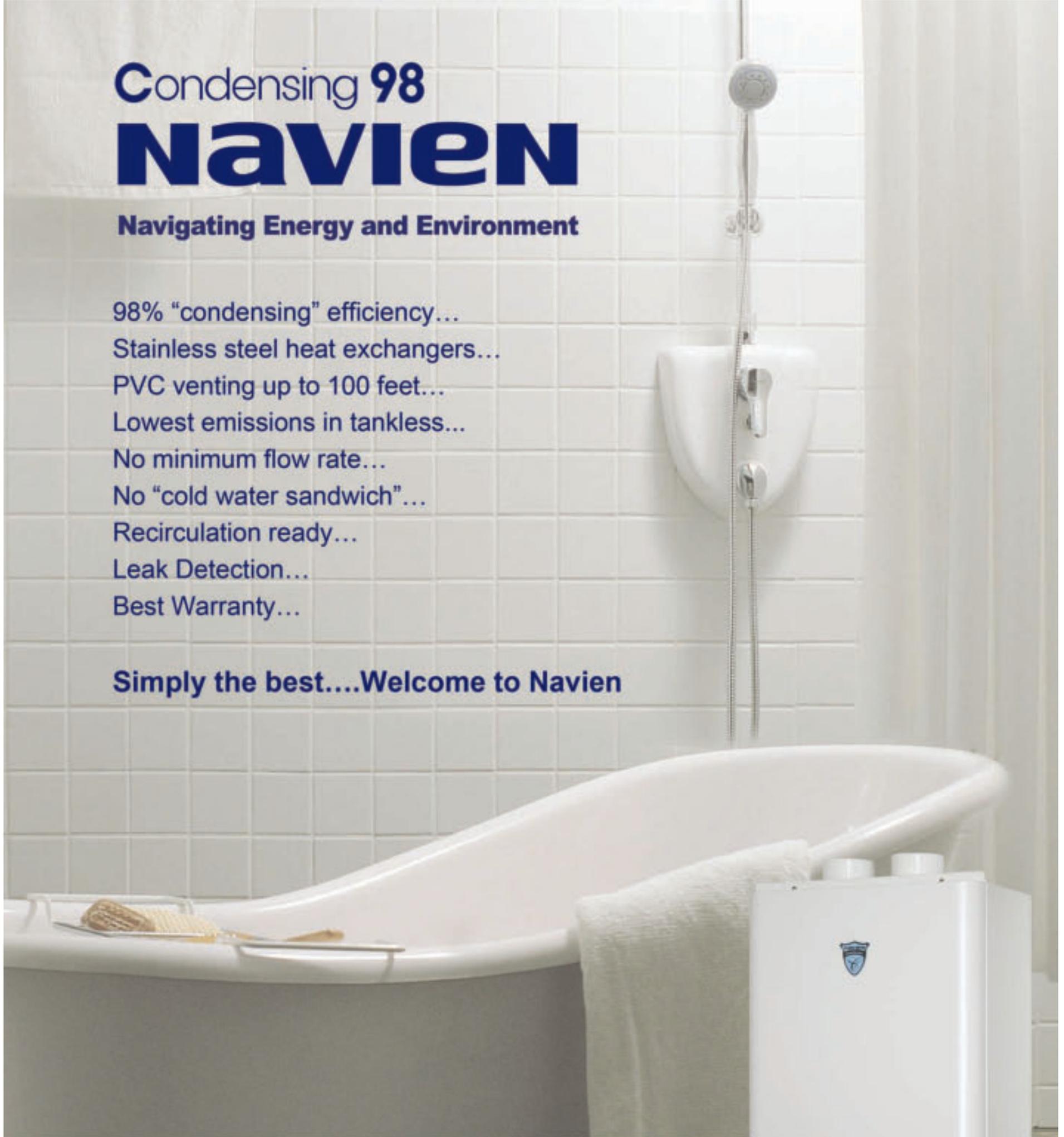

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Circle 10 on Reader Reply Card

MCAA members recognized for creating the WebLEM online labor estimating manual

ROCKVILLE, MD. — Members of the Mechanical Contractors Association of America, Inc.’s (MCAA) Labor Estimating Manual Committee were recognized during the committee’s fall meeting for their dedication and commitment throughout the creation of the WebLEM, the mechanical contractor’s source for web-based labor estimating units. Those receiving service awards were:

- Kevin Daubendiek, Humphrey Company, Inc., Houston;
- Paul De Bella, De Bella Mechanical, Inc., Santa

Clara, Calif.;

- Robert Durr, Jr., Durr Mechanical Construction, Inc., New York;
- David Gallo, Gallo Mechanical, Metairie, La.;
- Ron King, Accubid Systems, Concord, Ontario, Canada;
- Tim Moormeier, U.S. Engineering Company, Kansas City, Mo.; and
- Emmett Reilly, John W. Danforth Company, Tonawanda, N.Y.

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Halsey Taylor announces GreenSpec® listing

OAK BROOK, ILL. — Halsey Taylor, a manufacturer of water coolers and drinking fountains, announced that its new HVRGRN water cooler has been approved for inclusion in the GreenSpec Directory, published by BuildingGreen, LLC. As a company dedicated to providing safe drinking water since

1912, Halsey Taylor developed the HVRGRN cooler to offer the industry’s most innovative and ecologically sound pressurized cooler. Upon review of the unit’s features and benefits, the independent panel of GreenSpec editors determined that its performance and design minimize ecological impact while maximizing economic performance, meeting the criteria for a GreenSpec listing and even prompting the creation of a new green products subcategory, an industry first for water coolers.

PHCC partners with Isuzu for discounted truck-buying program

MEMBERS OF the Plumbing-Heating-Cooling Contractors — National Association (PHCC) can now get a special discount on Isuzu N (www.isuzucv.com/nseries/index.html) series and GMC/Chevy W series (<http://chevy-wseries.com/>) trucks.

The program allows members to take advantage of fleet discounts normally associated with larger fleets. Whether a company operates one truck or 100, PHCC

members are entitled to this special pricing.

“This is an excellent benefit for our members that use medium-duty trucks to save money on their transportation costs,” said PHCC’s membership director Cindy Sheridan. “We are delighted to offer special pricing on America’s number-one selling low-cab forward truck so that members can enhance the overall efficiency and profitability of their businesses.”

Danfoss employees celebrate company’s 75th anniversary



Baltimore — Danfoss, a global leader in the research, development and production of mechanical and electronic components and systems, is celebrating its 75th anniversary this year. To mark the milestone, employees at Danfoss’ North American headquarters in Baltimore posed for a special company photograph in new shirts designed to commemorate the occasion. Approximately 200 employees at the Baltimore facility received new polo shirts bearing the Danfoss logo and the number 75, denoting the number of years since engineer Mads Clausen established the company in 1933, in Denmark. Employees then gathered for the photograph, posing in the shape of a 75.

Peerless Boilers introduces Energy ‘slide rule’ Calculator

PEERLESS BOILERS unveiled their new Energy Calculators to the heating industry. These exclusive, hand-held tools measure and compare the efficiency of various boiler options in less than a minute. Contractors simply input the heat loss of a structure and approximate local energy costs into the easy-to-use slide rule device for an immediate reading.

Two versions of the PB Heat Energy Calculators are available — an oil version and a gas version, which measures both Natural and LP gas equipment. The calculators come equipped with easy-to-read instructions.

A Peerless Boilers’ Energy Calculator is a useful tool for contractors to demonstrate the advantages and cost savings of installing energy efficient oil and gas boilers to customers. Cost of the calculators are \$6.00 each or \$10/set. For more information, visit online at www.PeerlessBoilers.com.



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BY RICH SCHMITT,
management specialist

Good partnerships

What it takes for a wholesale distributor to win your business, earn your loyalty

First I need to introduce myself. My name is Rich Schmitt and I write the lead column in *Phc News*' sister publication *The Wholesaler* each month entitled Smart Management. My column focuses on helping wholesalers to improve their businesses. The topics cover many areas including inventory

Your primary wholesaler will be able to reliably provide all the material that you use every day...smart contractors will use their primary wholesaler almost exclusively as long as they perform.

management, hiring good people, cost and pricing control and, most important, working with their trade customers. *Phc News* editor John Mesenbrink asked if I would write a column from the wholesaler's perspective. As I thought about the topic, I decided to describe some of the qualities of a great wholesaler because, I think, you should be working to identify and buy from great wholesalers. As you will see, my definition of "great" mostly relates to the way they serve their trade customers so, in the end, buying from a great wholesaler should make you more efficient and more profitable.

As a consultant to many wholesalers, I often recommend what I call the simple strategy of wholesaling. I call it the simple strategy because it is simple to say but not at all simple for a wholesaler to implement. This is the strategy that many of the most successful wholesalers are currently using:

Become the primary wholesaler to a group of selected contractors

By primary wholesaler I mean the wholesaler that gets called first when a contractor needs material for a job. The primary wholesaler is the supply house where a contractor stops when he is running for parts. (Normally, most of us have a primary, go-to supplier for just about everything we buy whether it is groceries, clothes, appli-

ances or cars and trucks. We call or stop at our primary, go-to provider first when we need something. If they can take care of us, there is often no need to go any place else.

Many of us want to do business with our primary supplier enough that we might even give them a "last look" if their price is a little high. I tell wholesalers that they have to *earn* the right to be that first call or first stop and to get that last look with their contractor customers.

In my experience, I have found that wholesalers must do four things to earn the coveted "primary supplier" role with their contractor customers. (I think you will see that every one of these recommendations is aimed at making the wholesaler better at serving his contractor customers because that is, in my mind, the secret to success in wholesaling.) I also think one of the secrets to success in contracting is to identify and buy from a wholesaler who is doing these four things, rephrased to address the contractor's perspective:

1. Your primary wholesaler must be able to get product to you reliably, reliably, reliably — if you can't count on your wholesaler to get the product to you, as promised, you ought to be looking for a better wholesaler.

a. The branch locations should be convenient and should be well-stocked so you can swoop in on any location and know they will have the parts you need. (Of course you can't expect them to have every odd-ball repair part but they should always have the bread and butter items on your list.) So if you get to a wholesaler's counter and can't get a box of 1/2" copper 90s, you may need a better wholesaler.

b. Your primary wholesaler should also be easy with whom to do business. It shouldn't take an act of Congress or a call to the president to get a box of fittings or a jug of refrigerant placed on an order and delivered to the right location on time.

When your wholesaler does everything that he should, you make more money. When he doesn't perform, it costs you money. Whenever you have a crew sitting idle due to the wholesaler's mistake (not on time, error on the order, shipping error, etc.), it costs you money.

Unreliable wholesalers often lead with price as a way to get contractors to tolerate the fact that their service and support stinks. This cheap price can be fatally attractive for a contractor. That pipe at 10¢/foot cheaper

isn't a good deal when it doesn't arrive when you need it, is damaged or the wrong size. Your profits suffer but missing a completion date can really hurt your reputation.

2. Your primary wholesaler should have the lines you use available in the quantities that you normally buy — he should be a one-stop shop for most, if not all, of your jobs.

One of the most inefficient activities for any contractor is wasting valuable time running from supply house to supply house rounding up the parts for a job. That drive time is seldom, if ever, billable and never the best use of a highly paid technician.

Even if the wholesaler delivers the product, just ordering from a bunch of different wholesalers probably costs you money since there is time dedicated to each wholesaler relationship that you maintain — specifically, talking to the salesperson, ordering material, checking in orders, reviewing invoices and statements, writing checks and dealing with problems. If

b. A wholesaler's incompetent or, even worse, unhelpful people hurt your efficiency. When they give you the wrong parts by accident it costs you time and money.

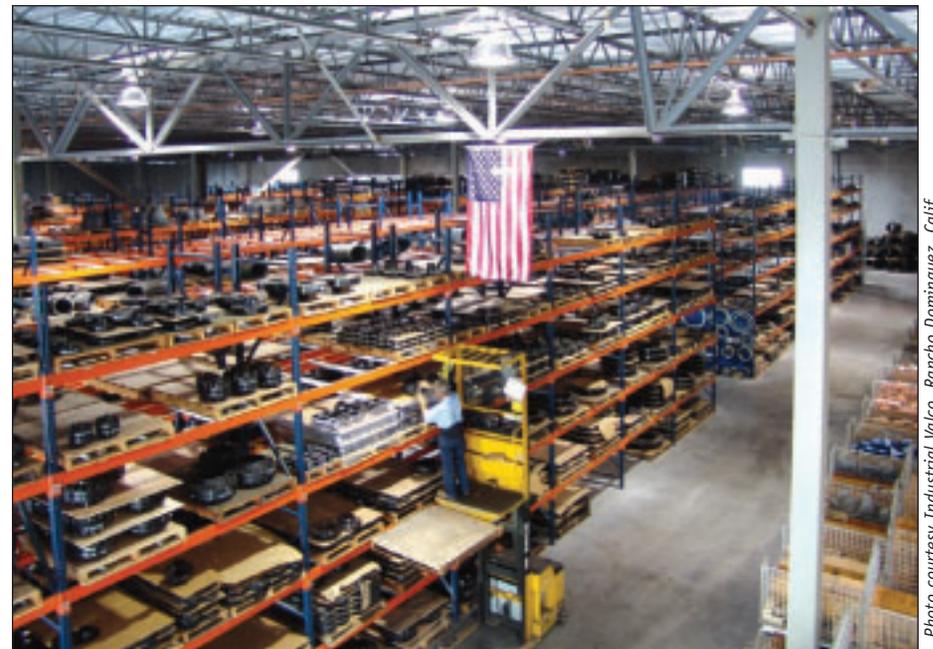
A good wholesaler's team will have your back and a bad one can stab you in the back. (I have seen an arrogant counter guy laugh after a contractor had driven away. "He'll be back. It's his own fault, he ordered the wrong fittings for the product.") A good wholesaler will add value by helping you to get the right parts and everything you need on the order.

c. A good wholesaler should be able to properly support you in installing the products that he/she sells.

d. He/she should support you in selling the products he/she sells.

e. He/she should provide training to help with both the technical side and the business side of your operation.

4. Your primary wholesaler should offer fair pricing. Note that I said fair pricing. To me that means competitive, but not always the lowest rock-



A well-stocked wholesaler that provides prompt, knowledgeable service, on-time accurate delivery, business training and reasonable prices can be an invaluable resource.

you buy from three wholesalers, you do each of these activities three times, and that is going to leave a mark on your profits.

Again, I think your primary wholesaler will be able to reliably provide all the material that you use every day. I think smart contractors will use their primary wholesaler almost exclusively as long as they perform.

3. Your primary wholesaler should be fast, efficient and even fun to do business with — specifically:

a. A wholesaler's slow counter can be a killer for your profits. (Counter wait time is also unbillable.)

bottom pricing on everything in the market. Quality wholesalers cannot provide all the value (reliability, product, inventory, service, support, training, etc.) to their contractor customers and also offer the lowest pricing in the market.

I tell wholesalers that they owe their contractors fair and competitive pricing day in and day out. I also tell them that their customers ought to be able to count on fair pricing without a lot of chest beating, arm wrestling and head banging. Most importantly, though, is that they don't always have (*Turn to Your wholesaler... page 83.*)



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Circle 12 on Reader Reply Card

So, what do you do?

There are so many ways to use steam, and when the pipes are in a building that's as busy as a hospital, it's difficult, if not impossible, to shut it all down to work on it.

Marianne's cousin, Suzanne, married Phil back in the early-'70s when we were all young, dumb, irresponsible and absolutely bulletproof. Phil had come from Dublin, Ireland, by way of London, England, where he once slept in a tree because the rent was right. When he arrived in New York City, with little more than dreams and a body about the size and hardness of a corner mailbox, he went to work in the heating trade and eventually became a union steamfitter.

We moved Phil and Suzanne from their apartment in the borough of Queens to a house in upstate New York on one of those bulletproof days way back when. It was about a two-hour commute each way to where

Phil would spend the following 30-plus years building New York City, and he would have to rise before 4 a.m. each morning to catch the bus, but it was all worth it for him. And he could sleep on the bus.

I didn't know where we were going that day, so I asked Phil's crazy Irish brothers who had been up to see the new house.

"How far is it from here to there?"

One brother thought for a moment and then said, "I tink it's about a five-beer drive."

And the other brother said, "You tink so? I tink it's a six-beer drive."

And so it was. And I know how irresponsible all of this business sounds nowadays, but I'm telling the story and that's just the way it happened. Young and dumb.

As the years passed, children, mortgages and difficult times peeled away our bulletproofing. We all managed to



BY DAN HOLOHAN,
contributing writer

stay alive, often in spite of ourselves, and each went his own way. I became a writer, and Phil kept building those towers in New York City. We'd get together often, and I would ask him about where he was working, and about that latest bump on his head, or that scar and he would settle down
(Turn to Unsung heroes... page 22.)

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Circle 14 on Reader Reply Card

Unsung heroes keep a city working

(Continued from page 20.)

into another wonderful story about the work. It was always about the work, and about the wackiness of New York City. The women would sit over there and talk about the kids. Phil and I would talk about the work. We never tired of it.

At one point, Phil was teamed with a fitter who had been born in Italy. Phil told me that this guy had an accent you could pour over a plate of spaghetti. One day they're on a job and the guy says, "Phil, you got da ham anna chiz?" So, Phil, who has a brogue that takes some getting used to, shrugs and says, "Ham and cheese? I'm not sure. I tink Sue might have packed me tuna fish today." And he goes to look in his lunch pail. The Italian guy says, "No, Phil. No ham anna chiz, HAM ANNA CHIZ!" And he

makes the hammer-hitting-a-chisel gesture. "HAM ANNA CHIZ! YOU GOT THE HAM ANNA CHIZ?" So Phil went to get him the hammer and chisel.

Isn't that just the best?

I was in Philadelphia not long ago when I got to see the sunrise from the top of one of the city's tallest buildings. There's a ballroom up there and I was doing a seminar for Trigen's customers. Trigen runs Philly's district heating system and I was drinking coffee made by Trigen steam — fifty stories up. I looked at the river and the land and had a better understanding of why this American city came to be where it is.

You can find a lot of perspective up there. I looked down at the cooling towers and the basketball courts on the roofs of the buildings, things that people on the ground never stop to

think about. Looking down at the roof of the hotel where I had spent the previous night, I spotted a steel pipe that puffed Trigen steam. I had a good long time to think while I waited for the people to show up.

Trigen's 30 miles of steam pipes run under Philadelphia's sideways, not its streets. They did it that way to keep the weight of the traffic off the pipes. The people at Philadelphia Electric, Trigen's predecessor, made that decision more than 100 years ago. Smart. I thought about this as I waited.

The natural gas that Trigen uses to make the high-pressure steam comes all the way from Texas through a steel pipe, welded together section by section, by pipefitters. Think of it — all the way from Texas. I visited the Trigen steam plant some years ago and touched the end of that pipe. It made me smile.

I looked out the window and I watched the steam puff from the pipe that connects to a flash tank somewhere in the hotel where I had slept, and I remembered a story Phil had told me a few years ago. He and his partner were working at Columbia Presbyterian Hospital, where they use steam for just about everything, and have done so for as long as anyone can remember. There are so many ways to use steam, and when the pipes are in a building that's as busy as a hospital, it's difficult, if not impossible, to shut it all down to work on it. So steamfitters like Phil often face challenges.

"Danny, they had this 12-inch flash line that stuck up out of the roof, and parts of it had corroded over the years. We had to change that line, but there was no way we could shut down all the things that were flashing into that pipe. And no one was even sure where the valves were."

When you use high-pressure steam, you get condensate from the steam traps and that condensate is about the same temperature as the steam that's going into the equipment. Some of that extremely hot condensate flashes right back into steam when it leaves the trap, and that's where the flash tank comes in. It gives the flash steam a place to let loose without back-pressuring other traps. Flash steam is what you'll see coming from those pipes that stick out of the tops of big buildings.

"There was no place for a crane, Danny, so we had to rig scaffolding and hump these four, five-foot-long sections of 12-inch pipe up the scaffold and weld them in place while the steam was coming up from the hospital. It was tough."

"How much did each pipe section weigh?"

"About two-hundred and fifty

pounds," he said.

"And you did this while the steam was coming out of the top of the pipe?"

"Yes, that was the worst part. And it was a very hot summer day. It was about a hundred-and-tirty degrees up there."

"But you got it done."

Phil shrugs and laughs. "We had no choice. That's the ting. We had to get it done."

Phil and I and the wives went to Key West, Florida last October to be silly without adult supervision. We were sitting one night in the Hog's Breath Saloon, eating food that's not good for anyone and drinking cold beer. These twenty-something, bullet-proof guys were at the next table. It was their first stop on a traveling

**"It was about a hundred-and-tirty degrees up there."
"But you got it done."
"We had no choice.
That's the ting.
We had to get it done."**

bachelor party, and we struck up a conversation with them.

"So what do you fellas do?" Phil asked.

"I'm a lawyer," the guy closest to Phil said. "And he's a chemical engineer. That guy over there is a real-estate appraiser. And he's a cop."

I hoisted my glass to them and said to the bridegroom, "Let's hope you won't need either the cop or the lawyer tonight." And we had a good laugh.

"What do you do?" the lawyer asked Phil.

"I'm a steamfitter in New York City," Phil said.

"Steamfitter? What the hell is that?" The lawyer looked at his mates. "You guys ever hear of a steamfitter?" They all shook their heads. Even the engineer shook his head. And the real estate guy as well.

"What does a steamfitter do?" the young lawyer asked.

"I work on the pipes in the big buildings," Phil said.

"Interesting," the lawyer said. "You mean like the skyscrapers?"

"Yes, the pipes in the big buildings, like the places where you work. I put the pipes in there."

"No one ever thinks about stuff like that," the lawyer said.

"I tink about it all the time," Phil said, taking a pull on his beer.

"Interesting," the lawyer said, and turned back to his mates.

Phil looked at me and shrugged and we had a good long laugh about that — about how few people ever think about what fitters do every day, and make it all look so easy. Yeah, we had a good long laugh about that.

Here's to the unsung heroes. ■

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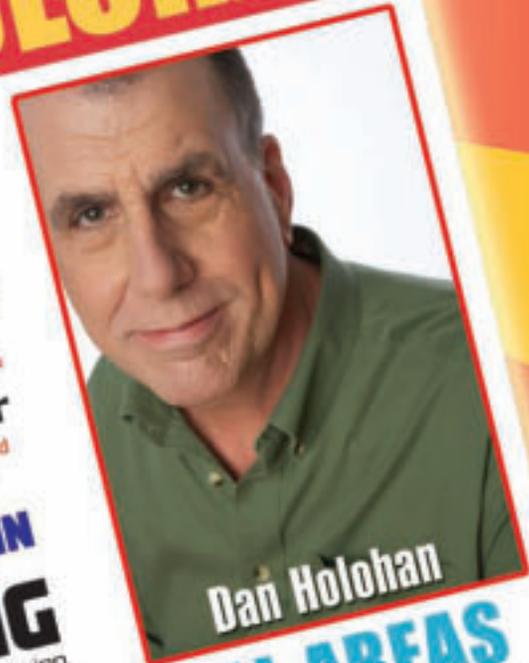
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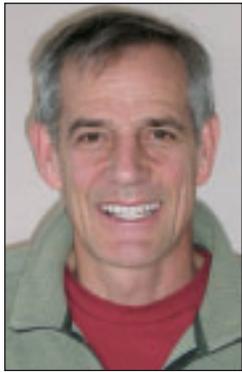
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BOB 'hot rod' ROHR,
contributing writer

I have had a great time sharing stories with you in *Phc News*. It has been more than a year now that I have been writing a monthly column. Writing has allowed me to reflect back over 30 years of wrench turning to reminisce and put down on paper some of my experiences. The discipline of writing on a monthly basis has been interesting, as well. I have been self-employed for virtually all of my 30 years in the trades. Deadlines are a bit more lax when you call your own shots. The monthly deadline has seemed to speed up my life.

Earlier this year, in February, I switched gears a bit in my career. I was offered a job as a trainer for a hydronic component manufacturer. I have used products from this manufacturer since they entered the U.S. market six years ago. I had the opportunity to visit their manufacturing facilities in Europe. When the call came inviting me to the North American home office, I jumped on it. As in the past, I had expected a show- and-tell visit — manufacturer to contractor. By day's end, the visit turned into a job offer.

I have toured a handful of plants over my career. I started early, as we

A change of career

Lines in the slab and lines on paper

visited various plants with my high school shop classes. I still remember details of my trip to Bethlehem Steel in Lackawanna back in the 1970s; that trip had a special impact, as my dad worked there for many years after returning from World War II. He always had great stories to tell of working at the plant, and quite a cast of fellow workers visited my dad's shop at our home. The sights and sounds of walking through a large steel plant will stay with me forever. The noise. The smell. The danger. I'd recommend you jump at any opportunity to visit a manufacturing facility should the offer come your way. Trust me, the factory visit shows on television are nowhere near the "real deal."

Lately the trips have become even more exciting as I travel around Europe visiting manufacturers. I have been fortunate to visit not only the places where the products are built, but also a number of job sites where the products are put to use. If you get a chance to travel overseas to visit plants or job sites, drop whatever you are doing and pack your bags. So much can be learned from conversing with installers and the folks that invent, design and build components for hydronic and solar industry.

When the day came to decide to put

down my tool box, a bit of anxiety set in. Everything I have and know is a result of my hands and tools. Starting over in a career in mid-50s is a big step. I felt I had a lot of knowledge and great experiences to share, but I had

When the day came to decide to put down my tool box, a bit of anxiety set in. Everything I have and know is a result of my hands and tools. Starting over in a career in mid-50s is a big step.

to get comfortable working in front of a room of my peers and make the presentation fun and interesting. Would it take years to develop such skills? What if it didn't work out? Would it be an option to load up the truck every morning and head off to the job site? My job now includes a lot of travel, completely different clothes, unfamiliar tools and unfamiliar territory. Ten months into a new career I am starting to feel more comfortable and getting a rhythm. I have had a lot of help

and encouragement from some of our industries' best and brightest. To them I say thank you and I will pass along the favors.

So I hope to continue to appear between the pages here on an intermittent basis. I'll turn over the monthly space to a fine, funny and knowledgeable hydronician who goes by the name Paul Rohrs. I have followed his work and writing at www.heatinghelp.com for years. We have chatted at a number of industry gatherings.

I think the *Phc News* team and Paul have made a wise choice. I'd ask the readers to take the time and communicate with Paul. Tell him about what you would like to read. Be honest and fair with him when you critique. The more you interact, the better Paul can address your desires for information and stories.

I'll drop by the magazine from time to time. I'm especially excited to be part of the new solar age. I hope to spend the majority of my time and energy looking into alternative energy. I'll show and tell you what I see and learn. It will be a fun and timely trip; there is so much happening in this field, and we all win by offering alternative options to our customers. *Ciao!* ■

Viega provides product training after making \$300,000 donation

WICHITA, KAN. — On May 4, 2007, a devastating EF-5 tornado destroyed 95 percent of the buildings in Greensburg, Kan. On Aug. 7, 2008, Viega announced it would help with rebuilding efforts by donating a MANABLOC® homerun water distribution system for every home being rebuilt in Greensburg and the surrounding area.

Presented to residents of Kiowa County, Kan. through the Greensburg GreenTown Initiative, residents who sustained losses in Kiowa County can sign up for a free MANABLOC homerun water distribution system at the Green Sustainability Visitor Center in Greensburg, Kan.

The Viega donation of \$300,000 worth of plumbing products to tornado-ravaged Kiowa County residents will supply hot and cold water for a

typical 1,200 square-foot home. The entire package includes:

- A 24-port ViegaPEX Press MANABLOC;
- 1/2", 3/8" and 3/4" ViegaPEX tubing (in red and blue); and
- All the Viega fittings required to make the system operate.

To further solidify Viega's commitment to rebuilding Greensburg, Viega district manager, Darin Barnes, and Viega director of training, Mark Parent, traveled to Greensburg, Kan. on Oct. 8, 2008 to give a hands-on MANABLOC presentation to plumbers and contractors helping rebuild the city. Now the 12 plumbing installers who attended the training will have a better understanding how the MANABLOC operates, proper installation techniques and what makes the system green.



From l to r: Jeff Courtney, Viega PureFlow product manager; Daniel Wallach, executive director of Greensburg GreenTown; Bob Dixson, mayor of Greensburg; Christian Geisthoff, Viega vice president of marketing; Steve Hewitt, Greensburg city administrator; and Adina Barnes, Viega director of marketing. The materials they are holding are a 24-port ViegaPEX Press MANABLOC water distribution system and red and blue ViegaPEX tubing.

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BY PAUL ROHRS,
contributing writer

I remember telling my sergeant that I had never really blown anyone up before but I was certainly willing to learn.

Learning from life

An unsuspecting soldier

Even with the 24/7 television coverage and constant radio chatter of the goings on in Iraq, it's still easy, in this day and age, to forget our troops and for what they're fighting. So as I sit at my computer this Veteran's day typing away, I remembered the time, both good and bad, I spent in the military.

In thinking about my time in the military it is easy to see many similarities between then and now. More specifically, I remember installing my first heating system under the watchful gaze of a platoon sergeant whereas you may have apprenticed under your father or a mentor that showed you the ropes. I'm sure you remember bleeding radiators and catching a whiff of that distinctive smell of air that had been tainted by good ole American cast iron. When I bleed radiators now, I consider that smell an "elixir" for all hydronic men and women. Smell can evoke powerful memories, just like when I catch a whiff of diesel. It takes me back to my first heating install 24 years ago, as an unsuspecting soldier in the Army who didn't understand a lick about combustion, but tried to get a diesel heating stove operational.

I was 18, in the Army, and on my own for the first time. I spent a few years stateside in Georgia before I shipped overseas to Germany. Assigned to an intelligence battalion in the 8th Infantry Division, or "Crazy 8th" for short, and stationed up in the mountains about 80 miles northeast of Frankfurt at a training base called Wildflecken. I recall Germany had two seasons — winter and monsoon, and being warm and dry couldn't have been taken more seriously. Being a field-ready unit, we were expected to be on bivouac or field exercise a great deal of the time. This could be likened to a family camping trip but without the fun, good food and people that made it a point to try and smell nice for more than five minutes, once a week.

"Soldier, get that GP Medium (general purpose tent) up and then get the diesel stove running before nightfall," barked my platoon sergeant. I had set up plenty of Army tents prior to my arrival in Germany but the stove was a bit of a head-scratcher. This was the mid-1980s and the Army was everything to do with quantity because of the number of soldiers at the time. There were a lot of people needing heat and the GP Medium was our home for the extent of the training exercise.

I remember telling my sergeant that I had never really blown anyone up before but I was certainly willing to learn. Sarcasm is not a highly desirable trait to have in the Army unless you like KP duty, which means Kitchen Police, or better known as "crime and punishment." I set up the stove with the handy dandy installation and operation manual that comes readily available with every piece of fine Army equipment. ("Is that more sarcasm, Rohrs? Why yes Sergeant, I believe it is.") I'm pretty sure the operation manual was used at some point as kindling because as any good man would know — directions are not necessary.

It was quite literally a pot bellied stove, antiquish in nature and fed by a regulator that dripped diesel fuel onto a hot plate within the stove. "Combustion chamber" wasn't a part of my vocabulary at that time. Getting the stove together, and running the vent pipe up and out through

the pre-fabbed hole in the tent was pretty straightforward. It was setting up the combustion process correctly that took a little time. Diesel is a bit of a strange beast to burn. You could drop a match in it and not get ignition all of the time. (Folks, do not try this at home). It took a bit to heat up the plate so that it was hot enough to ignite the steady drip needed to sustain the flame.

Of course the Army needed someone to watch the fire all night so as to provide heat and not burn the tent down. Two-hour shifts of "fire guard" were very common and were also means of bartering. MRES (meals ready to eat) contained enough sustenance to live on, but candy bars and other personal favorites were skillfully traded for "fire guard" duties.

I remember hearing the drip of diesel and watching the pot-bellied stove's hot plate warm up to a nice orange glow. It was common to fill your canteen mug, put it on the stove and heat up your beverage of choice. The MRES came with a manila packet that said "coffee" but really tasted

I'm sure you remember bleeding radiators and catching a whiff of that distinctive smell of air that had been tainted by good ole American cast iron.

more like fluid taken from a heating radiator. It was warm and drinkable, and that was all that mattered.

I valued my time in the service and recall how once the fire was going, what a focal point it was for tent living. It was winter in the German forest, and keeping warm was not overrated. The stove was a central spot for card games when guard shifts or patrols were over. The previously-mentioned canteen mug also was used for hygiene. Heat up your mug of water on the stove, throwing in your wash cloth, (hopefully you remembered your soap), and you were well on your way to smelling a little bit better, if only for a time.

Time in front of a fire as a heating contractor and soldier are two completely different worlds, but they share similarities. Just like the pot-bellied stove was a gathering spot for fellow soldiers, so does the "hydronic band of brothers" gather around a boiler with their cup of joe and stories of past projects.

Although I'm reminiscing about my days in the Army because of Veterans Day, we must remember the soldiers currently serving across the globe, protecting our freedom. These soldiers are not only battling unpredictable climates, they are battling an enemy that is sometimes seen, and sometimes hidden. Some of these unseen battles occur as they fight boredom, loneliness and the pains from being away from family. Let's not forget the great men and women of this country who are serving, or have served in our armed forces. ■

Paul Rohrs welcomes your comments. he can be reached at paulr@biggerstaffradiantsolutions.com.

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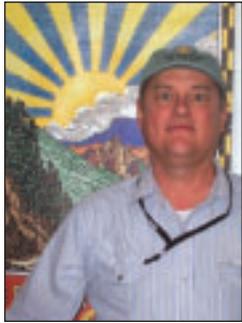
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BY BRISTOL STICKNEY,
contributing writer

Active solar heating is when another energy source [besides the sun] is used to transfer the solar heat from one place to another that is not provided by nature.

The evolution of 'Direct' active solar heating

Bristol's six principles for good solar hydronic design

So far in this series of articles we have been discussing the key ingredients for solar/hydronic design and installation. They can be divided into six categories, listed below, roughly in order of their importance:

Reliability; effectiveness; compatibility; elegance; serviceability; efficiency.

The success of any solar hydronic home heating installation depends on the often-conflicting balance between any of these six principles. Finding the balance between them defines the art of solar heating design.

A fundamental concept that we

employ in every heating system we install is the idea of "Direct" solar heating. This concept is not widely used yet in the hydronic heating industry, but we have been using it with good results for many years in our local region. You might say we are the pioneers of Direct Active Solar Home Heating. Let's take a closer look at it now.

What is Direct Active Solar Heating?

First let's get a few definitions out of the way. Passive is the opposite of active. Passive solar heating is when solar heat is delivered only by natur-

al means, such as natural convection, radiation, thermal siphoning and is most often Direct. When a house is designed with many windows facing the sun (allowing it to warm up in much the same way a greenhouse does) it is known as "Direct Gain" solar heat. The heat is collected into the house in a single step, as it passes through the window into the heated space.

Active solar heating is when another energy source (besides the Sun) is used to transfer the solar heat from one place to another that is not provided by nature. It is typical for active components like circulator pumps,



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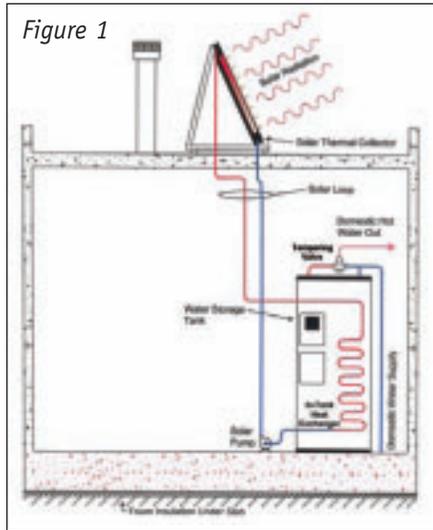
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fans or motorized valves to be used that are powered by electricity and consume “parasitic” energy. In many Active solar designs, the heating is “Indirect” since it is often delivered through external heat exchangers and holding tanks before it goes to its final destination.

How can an Active Solar heat collector be a Direct system? By delivering the solar heat from the collector to the final heating job in one step. A good example of this is a solar water heater with an immersed heat exchanger in the water tank as seen in Figure 1. A glycol pump delivers solar heat directly from the collector into the potable water. The existence of the pump and its power source and controller make this an Active system, but the solar heat delivery into the potable water is Direct.

From water heating to Direct Active Solar Floor Heating

It is also possible to apply this same solar heating system to a warm concrete mass floor. In fact, one of the earliest Direct Active Solar Heated floors I know of was constructed around 1957 here in Santa Fe New Mexico by a local solar pioneer, Peter van Dresser. The idea was to pump heat directly from solar heat collectors into the heat storage mass of a masonry floor, which has about 1/2 to 1/3 of the heat storage capacity of the

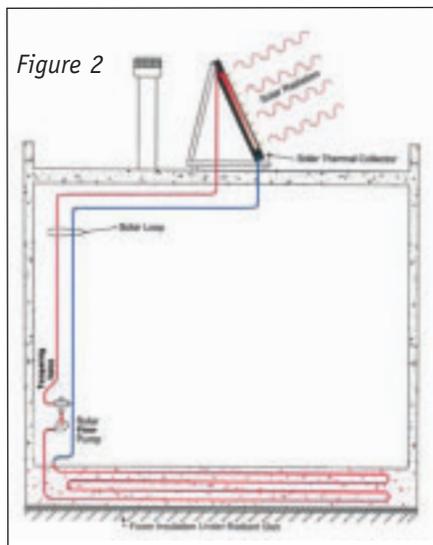
same volume of water.

The floor warms up slowly and stays warm well into the evening on cold winter days. When the collectors are sized and tilted properly, the floor is provided with the right amount of heat that does not cause uncomfortable temperatures at any time of the year. When you control the heat in the floor within the comfort range, you realize that maybe you don't need those enormous solar heat stor-

age water tanks that everyone else is using. The floor acts as a “solar accumulator,” to use a phrase that's come into favor lately.

Back in '57, van Dresser was using solar hot air collectors and air ducts in his mass floor. But the idea is even more practical when using hydronic tubing in warm mass floors. Throughout the past 20 years, we have been building Direct solar heated floors locally that resemble the

diagram in Figure 2. In our climate, a well-insulated mass floor can be heated with about 10 to 15 % of the floor area in collectors, and the collectors work quite well when mounted vertically on a south facing wall. The vertical tilt keeps them from overheating in summer, because the high summer sun angle prevents the collectors from gaining heat. The low winter sun angle provides maximum
(Turn to Doing direct... page 110.)



*Yes, we pipe our DHW heat exchangers from top to bottom on purpose in some systems. More on this in future articles.

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EXCELLENCE
BY DESIGN



ELLEN ROHR
contributing writer

Don't get into a 'situation'

The dark side of the holiday bonus

...Revamp the way you pay in 2009. Those who produce will be rewarded. Those who need help will get it. And the willing and able will WIN.

Egads! It's that time of year again. Holiday bonus time. It starts out with the best intentions. Then it gets weird.

Todd meant well when he started giving his Christmas bonuses four years ago. It had been a pretty good year for sales and profits. And he had been meaning to give bonuses to his plumbers — Sam, Ed and Joe — for quite a while. Also, Joanie, his administrative go-getter, deserved something for her loyalty and hard work. Todd cut hefty checks and basked in the thanks from his surprised and delighted team.

The next year, the team wasn't about to be surprised. They started dropping hints, especially Joe. Joe talked about using the bonus to get caught up on his credit card bills. He asked, in a nice, polite, way, if Todd would deliver the bonuses before the Thanksgiving weekend because he was planning a trip to his brother's home up north. Todd cut the checks.

Year three, Joe approached Todd in October and started in on the Christmas bonus. Was Todd aware that Joe brought in more sales than Sam and Ed? Wouldn't it make sense for Joe to get a bigger bonus? Todd explained to Joe that the bonus checks were going to be smaller this year because one of their big commercial customers had gone out of business. Profits were slim. Joe stormed out of the office. Todd felt sick to his stomach as he cut checks for the team, a slightly larger one for Joe. Sam, Ed and Joanie didn't even thank him when they found their checks in their inboxes.

Now, what about this year? Joe is pretty frustrated and has been grumbling about Todd, the economy and this year's election. Joe the Plumber just might start his OWN business.

What's Todd to do?

How about you? You want to do the right thing. You want to let your team know you love them. But maybe you are stuck with an ever increasing, certainly expected, not really appreciated holiday bonus.

If you have been giving a holiday bonus since who-knows-when, then you might as well give it again this year. It's expected, and probably already committed to layaway items at the mall. So, check your cash flow — and cut the checks.

Then, plan a better way to pay for 2009. Update your business plan. Clarify your mission and vision for the company. Set goals and ground those goals in your 2009 Budget. Consider how to reward the behaviors that help you and your team move in the direction of your goals. Think about how to let your team in on the score, and how to hold them accountable for hitting the numbers and performance standards. And if they exceed goal, consider how they could earn a bonus. That's the way to reward those who go above and beyond without shooting yourself in the foot financially.

After this year's party, after the bonuses have been spent, let your team know that you are going to revamp the way you pay in 2009. Those who produce will be rewarded. Those who need help will get it. And the willing and able will WIN.

NOTE: Take your time and be cautious. Nothing causes more job-related stress than to change (threaten?) one's pay. Six to nine months is a good time frame for exploring, planning, testing and implementing a new way to pay and play at your company.

Ready to create a solid compensation and bonus program at your shop? Terrific! Here are a few ideas. Aim to clearly communicate these points your team:

"What's expected of you and what you get in return."

Put your organization chart together. Line up the chain of command and put together a simple, half-page position description for each box on the chart. The position description is a bulleted list of responsibilities: WHAT the person who holds this position is responsible for doing. Assign a starting pay for every position.

For the revenue producing positions — service techs and salespeople — assign sales goals to the positions. These goals are derived from the company budget and a fair portion of the total sales goal should be assigned to each revenue producer.

For the production team members, communicate that they are responsible for bringing jobs in on time and done right.

For each position, your responsibility is to provide the training and support necessary to help every willing team member be successful in their position. This gets even easier when you create a corresponding operations manual for each position on the org chart. How nice to know what to do and how to do it. How wonderful to work for a company where they teach people how to succeed and hold them accountable for their behavior.

In exchange for performing to expected, measurable standards...you get \$_____ in pay and _____ benefits package. Fill in the blanks. Communicate that unwillingness to do what is expected will ultimately result in the loss of your position.

"Here's how you move up the ladder."

Craft the steps required to move up the ladder to the next position in the organization. This could include manufacturers' training classes, trade tech classes, licenses earned, time on the job, formal in-house training, practical tests on technical, sales and communication skills, etc. You also might indicate that you can only move up the ladder when there is an opening available. Wouldn't it be cool if the way you paid your team was reasonable and consistent? Wouldn't it be great if you offered the best pay and opportunities in your market area? Why you could even publicize the way you pay — and what it takes to move up the ladder at your company. Very cool!

"Performance above and beyond the expected is how you can earn bonus dollars."

Should someone deliver sales above goal, those sales are gravy. You can give a bonus on the dollars created in excess of goal. Nice! Note that you want to reward profitable sales above goal, so it is a good idea to put in a qualifier. For instance, for the salespeople, you might require that the jobs sold come in at or below bid. For the service techs, you might add a labor percentage check or a minimum billable hours requirement. For the installation

(Turn to Stop the holiday...Page 114.)

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Circle 21 on Reader Reply Card

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BY RICHARD DiTOMA, L.M.P.
contributing writer

Too much misinformation

Some words to the wise

“Are you a contractor in business today?” That’s a question I am often asked by contractors seeking my contracting business expertise to help with their business problems. Many mistakenly think that I am just a person who speaks about the industry without experiencing current situations contractors encounter.

A number of contractors think my articles were written about them because in their businesses they are experiencing the identical problems of which I write. The reason they think I am writing about them is due to the fact that I am currently a contractor — have been for 30 years and counting — as well as a contracting business consultant (for 18 years). I’m capable of multi-tasking. My present and past contracting business experiences put me in touch with the same situations all contractors face. That’s why I can hit the nerve of their problems with accuracy. My knowledge and common sense approach to contracting business management is the rationale that allows me to help them solve the problems that plague their contracting businesses.

Some of their problems are small and simple to fix. Others have a bit more complexity. All of their problems stem from the use of wrong numbers compounded by wrong procedures. No wonder they get wrong results.

I am proud to say that the contractors who have asked for my advice, and have understood and correctly implemented my contracting business theories and methods, have all improved their respective bottom lines. Before they called me, many of those contractors sold their services for minimally \$30.00 per tech hour less than the amount it cost them to produce that hour of service. That means when they implemented correct business procedures they stood to minimally increase their annual revenue by \$50,000.00 per technician with the same work output.

Then there are those who don’t call. Many of them think the numbers I use as examples are high and unattainable. They have the misconception that I sit in an ivory tower away from what real contractors experience on a daily basis. They don’t realize that I *am* a real contractor in the contracting business today.

Regarding the numbers I use in my examples, you must understand that I must use some numbers for demonstrative purposes. They can be replaced with your numbers as long as they reflect your entire true costs; the profit margin that will allow you to reach your goals; and you don’t try to fool yourself into believing incorrect numbers. Remember that $2 + 2 = 4$. It never equals less. It never equals more.

Contractors encounter problems for any of the following reasons:

- 1) Lack of business knowledge;
- 2) Low self esteem;
- 3) Fear;
- 4) Misguided ego; and
- 5) An inclination to act in a lazy and stupid manner.

The root cause of 99% [if not 100%] of their problems is the result of low selling prices, which are at, below or not high enough above their proportionate operational costs to reach their goals.

Laziness never will allow anyone to seek knowledge of any kind. It’s too much work. That same lethargic attitude causes contractors to utilize erroneous business practices which exacerbate their problems rather than solving them.

To rid yourself of laziness you must first be determined to run your business in a proper sound business manner. Then you must understand the principles of elephant eat-

ing. The only way to eat an elephant is one bite at a time. It’s too big to do any other way.

When you face the enormity of your problems, you might become overwhelmed with fear. Although being frightened is a natural human sensation, fear will never solve problems. As a matter of fact, fear blended with laziness will tempt you to act foolishly.

Low self-esteem comes from not knowing what you should know. This malady, which is pervasive in the contracting industry, will cause you to lose revenue that you should bring into your business to make it financially strong. If you don’t know the cost you incur to run your business, 99.99% of your selling prices will be wrong. If the rest of your selling prices are correct, then that can be attributed to dumb luck. After all, it’s said that a blind squirrel can trip over an acorn once in a while.

Some sample problems

I recently received an e-mail from a contractor located in Bergen County, N.J. That’s in the New York City — northern New Jersey Metropolitan area. The NY-NJ Metro area is probably one of the most expensive areas in the world to live. I know. I live in and conduct my contracting and consulting businesses from the Metro area in Rockland County, N.Y. (about 25 miles as the crow flies from New York City). I’m about a 20 to 30 minute drive from this contractor in Bergen County, N.J.

After reading my article “The cost of a simple task” (9/08 issue *Phc News*), he wanted to know “what is the price for changing a ballcock, flapper, flex supply pipe?” I called him and he seemed to be a very nice person. He did not seem to have an ego problem. But, he is an example of a contractor lacking sound business knowledge and having low self-esteem. Because he didn’t know his true costs and his value to society, he feared charging proper profitable selling prices. He erroneously believed consumers “won’t pay that much.”

Regarding his question, I explained that the price of any task would depend upon his goals and the costs he incurred trying to reach them. He felt that he couldn’t get more than \$78.00 for the task in his area. Mind you, this is an area where many consumers choose to drive cars that sell for \$40,000.00 (and up) rather than \$20,000.00 or less. When I asked what cost he incurred for an hour of labor and overhead for one technician, he didn’t know. That didn’t surprise me. Most contractors don’t know. They just guess or use the numbers charged by equally ignorant contractors. Then they wonder why they have problems. Ignorance is nothing of which to be ashamed. Everyone on the planet is ignorant about something because no one knows everything. But, when someone remains ignorant about that which they should know, they are turning their ignorance into stupidity. I applaud this contractor for trying to turn his ignorance into intelligence.

With information he supplied about the task in question, I quickly surmised that the cost he had to pay out of his pocket for the task (not his selling price) was between \$157.00 and \$299.00. Compared to his selling price of \$78.00, he lost \$79.00 on the low end of the range. His lack of business knowledge, low self-esteem and fear caused him to lose more money than he brought in to his business for that task.

The time expended to complete the task inclusive of his travel time was 1.42 hours. On average, there are only 1,708 sellable hours in a technician’s annual work year that can be sold [based on 52 forty-hour workweeks, less two

(Turn to *The truth will...Page 112.*)

If you don’t know
the cost you incur to
run your business,
99.99% of your
selling prices
will be wrong.

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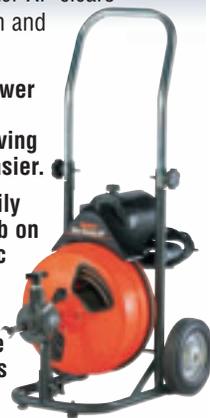
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- Roll bar protects motor when moving machine up and down stairs.
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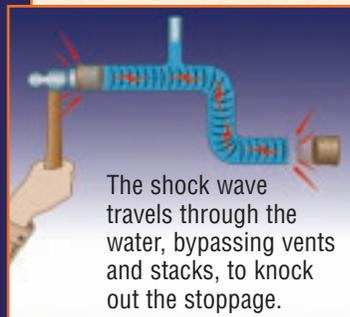
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The shock wave travels through the water, bypassing vents and stacks, to knock out the stoppage.

The Ram uses a burst of compressed air that drives a shock wave (kinetic energy) through the water to break up the stoppage, passing

through bends and traps without losing its force.

It has a self-contained pump and pressure gauge, so you can hit the stoppage with just the right amount of force. You get instant impact with no build-up of pressure in the plumbing system. Since the shock wave is transmitted through water, it's not affected by stacks or vents.

This compact, lightweight tool handles clogged sinks, toilets and tubs, clearing rust, grease, sediment and scale in lines up through 4" in diameter. An optional toilet attachment is available, as well as a tool box and a variety of accessories.

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High-Efficiency Flushometer



About MBDC

MBDC is a product and process design firm dedicated to revolutionizing the design of products and services worldwide. Through the introduction of a new design paradigm called Cradle to CradleSM, and the implementation of eco-effective design principles, MBDC is helping to revolutionize product designs and reduce the impact products have on the environment.

Sloan Valve Company offsets 100% of the energy used in its Franklin Park, Illinois, headquarters with renewable energy, and is the recipient of the U.S. Environmental Protection Agency's Green Power Leadership Award for its Green Power Purchase.

GREEN POWER
Leadership Awards



Sloan Valve Company is buying renewable energy certificates to meet 100% of the company's purchased electricity use at its Franklin Park, Illinois facility.



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UPPERCUT[®]

High-Efficiency
Dual-Flush Flushometer

What is Cradle to CradleSM?

Cradle to CradleSM Certification is a comprehensive assessment of a product's impact on the environment. Going beyond other third-party certifications, which focus mainly on a product's functional attributes, Cradle to Cradle takes into account the entire lifecycle of the product.

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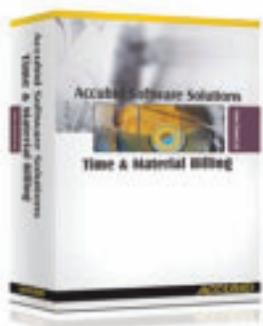
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Circle 24 on Reader Reply Card



BY PETER SCHOR,
showroom specialist

I know that many of us are going through some tough economic times. The election is over and many of us across this great nation were on opposite sides of the political spectrum. John McCain is a great leader and a patriotic American. His concession speech was genuine and tells us all that he will be a part of the new history in the making. This is a time for lots of healing and burying the partisanship that divides of the Democrats and Republicans for the good of our country. Two days after the vote, president-elect Barack Obama set up a D.C office with 15-20 people in it. Talk about wasting no time!

I received tons of emails from many plumbing industry friends in Asia, Western Europe, South Africa, and around the world. All expressed congratulations and said "We love Americans and look forward to a better, less arrogant and friendlier government." The world is in positive amazement that we have chosen an African-American as our incoming president.

We the people of the plumbing and HVAC industry need to shift our attitudes to the "Yes I can" that made our incredible America! We must go back to the phrase of the 1970s, "The Plumbing Contractor Protects the Health of the Nation." The law of attraction says there is enough out there for all of us. Don't buy into FEAR which I define as "False Evidence Appearing Real."

How many of you believe that many people are making a lot of money in this time? I can tell you that plumbing contractors serving the 4- and 5-star hotel industry are doing great! Many people are into cutting costs, increasing productivity and exceeding the expectations of their clients.

Many of today's plumbing contractors have moved into the Kitchen and Bath Industry — bathroom remodeling. This segment at the high-end luxury has slowed, but it is still flourishing!

There is still GOLD for the plumbing contractor in the area of bathroom remodeling and bath products. GREEN is "in" big-time and your plumbing wholesalers, their showrooms and manufacturer partners are right there to help you in this knowledge base. So are the magazines, conferences and conventions. There are 39 national and regional "Green" conferences held in 2009 and numerous industry newsletters. Get "green knowledge" and "make green \$\$\$," even in these times!

Bath and plumbing products are still hot going into 2009!

Electronics in bathrooms:

I predict that "electronics" in bathrooms will continue to grow such as faucets that feature infrared eyes that activate the faucet when an object is 6" to 7" away. Steam, faucets, toilets, chromatherapy, music, lighting, LCD TV mirrors (www.electriemirror.com), floor warming, towel warming, Internet, a place to hook up your MP3, and much more are joining the cast of many elec-

Make 2009 your best year ever – hot bath and plumbing products

tronic options in bathrooms. Electronic faucets are hygienic, easy to use and save water.

A good example of electronics and water combination is Kohler (www.kohler.com), who makes sure that all sensory needs are met with its DTV II custom shower. The digital hydrotherapy system brings music, chromatherapy and steam together in the shower for a memorable experience. The DTV II interface controls the spray outlets, speakers, lights and steam generator, and each user can save individual preferences to memory. Today, there are new generations of these products out there!

Showering:

The replication of bringing water from the outside (oceans, rivers, water slide parks and car washes) to the inside and privacy of the shower will continue to grow and amaze most of us. One of the HOTTEST shower product categories at the show were vertical shower columns/panels. Many of these pre-plumbed units can be retrofitted to be attached to a 1/2" IPS outlet, which is exceptional for remodeling projects of both residential and commercial. Jaclo Industries (www.jaclo.com), Hansgrohe (www.hansgrohe-usa.com) and Smart Showers (www.smartshowers.com) are among the best.

One of best finds ever was Tile Redi (www.tilereidi.com). Tile Redi manufactures leak-proof, mold-free shower pans that are ready to accept tile, marble or stone. These pans can be sold at the price of a hot mop, and tons of money can be made by today's plumbing contractor!

Steam showers with musictherapy, chromasteam, and aromatherapy:

Mr. Steam (www.mrsteam.com) has come out with their steam showers with musictherapy (shower speakers for audio input), chromasteam (light and color that soothes the mind), and aromasteam (aromatherapy on demand that infuses aroma oils into the steam environment).

Bathing:

Bathing continues to flourish and grow with air massage, whirlpool and air massage/whirlpool combination, chromatherapy, aromatherapy, digital controls, ozone sanitation systems, and much more. Jason International (www.jasoninternational.com) continues to manufacture the best quality product. Jason International was rated #2 out of 19 whirlpool tub manufacturers in a 2007 study made by an independent marketing research firm. One of my spectacular finds is Diamond Spas (www.diamondspas.com), which manufactures stainless steel and copper bathtubs, spas, sinks for lavatories. This is a must see on their Web site!

Diamond Spas



With all of the large bathtubs and big bathtubs
(Turn to What's new, page 38.)



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Circle 25 on Reader Reply Card

What's new

(Continued from page 36.)

and multiple showers, one must have 24/7 hot water on demand from Rinnai (www.rinnai-us.com). Take a good look at the newer high volume flow rates and capacities from Rinnai 2008-2009!

Faucetry:

I have found a great line of North American faucets called Cascade Faucets (www.cascadefaucets.com), which has full ranges of Italian designs, and meets all ISO standards and IAPMO approvals. The LaTorre line of products has 48 years of manufacturing experience, and parts are extremely abundant in the USA.

Sinks and lavatories:

The Rivers Collection has a full collection of MAGNIFICENT exclusive stone sinks, lavatories, console units and wrought iron stands to house stone vessel sinks and other material sinks. Take a look at this hot catalog of products www.the-stockmarket.com/Rivers_brochure.pdf.



The Rivers Collection

DecoLav (www.decolav.com) continues to innovate with beautifully designed plumbing products and good value!

Bath accessories:

Mr. Steam (www.mrsteam.com) has an incredible line of electric towel warmers that have an "essential oil well" to put aromatherapy oils to accept a favorite fragrance. Sonia America (www.sonia-sa.com) and Gingers dominates the bath accessory market. A must for today's bathrooms are magnifying mirrors and

lights with LED lights (500,000 lifetime light) and not only for women with bad or good make-up but is great for us men, too when shaving! Today we have the most extensive collection of ADA-compliant, barrier-free, and assisted living products ever, meeting the challenge of the aging of the population. One company in the safety bar field that blows my mind with design and a fastening system is called Great Grabz (www.great-grabz.com). Must see on the Web site!

LED shaving mirrors are a popular accessory.



Electric floor warming:

Easy Heat, Warmly Yours, Nuheat, Warm-up, and Danfoss are some good electric floor warming that will continue to grow and be used in the bathroom, and many other areas around the home.

Let us all make December 2008 a time for us to think about our goals and plans of NEW actions for 2009! Let us all live in abundance within the universal laws of attraction. Don't buy into fear in these challenging



Great Grabz safety bars

economic times. We Americans are resilient and will persevere! I

wish you and your family what I wish for myself and my family: great health, peace, prosperity, joy and much love. Let us pray for the safety of our armed forces! God bless all of you!

— Peter Schor ■

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PRESSING TOOL FOR
1" TO 4" TUBING

SERIOUS PLUMBING TOOLS™



Circle 27 on Reader Reply Card

NKBA committed to sustainable design

HACKETTSTOWN, N.J. — The National Kitchen & Bath Association (NKBA) is thoroughly committed to sustainability and preserving the environment. To express the importance that the

NKBA places on sustainable design, building practices and materials, the association released a statement on sustainability that conveys its position on green products and practices,

while outlining some of the steps the NKBA is taking to lead the industry in this area.

“The NKBA realizes the special importance that the kitchen and

bath have in sustainable design, as each consumes more water and electricity and has a greater impact on health and safety than any other rooms in the home,” said 2008 NKBA president Sara Ann Busby, CKD. “As president of the National Kitchen & Bath Association, my primary goal has been to increase awareness of sustainability in kitchen and bath design, and I’m very excited that the NKBA is leading the industry toward ecologically sound products and procedures.”

Caroma floor-mount dual flush toilets WaterSense labeled

HILLSBORO, ORE. — Caroma, a leader in dual flush toilets, urinals and stylish bathroom sinks, announced that all 41 floor-mount high efficiency dual flush toilets are WaterSense labeled. WaterSense is a partnership program sponsored by the U.S. Environmental Protection Agency to make it easy for Americans to save water while protecting the environment.

The WaterSense program is designed to identify high performance water efficient toilets that can reduce water use in the home while preserving precious water resources. Being WaterSense labeled means a toilet saves at least 20% more water than the current federal standard of 1.6 gallons per flush.

Caroma has 41 WaterSense labeled toilets, with all floor-mount toilets having passed testing, including the recently introduced Sydney Smart and Sydney Low Profile. The Sydney Smart, the most water efficient dual flush toilet in the marketplace, introduced advanced technology to use 1.28 gallons for a full flush (solid waste) and 0.8 gallons for liquid and paper waste, averaging just 0.9 gallons per flush. Caroma’s other high efficiency toilets use only 0.96 gallons per flush. This would save the average family of four nearly 30,000 gallons of water every year.

Headquartered in drought-stricken Australia, Caroma has been a leader in water conservation for more than 20 years and continues to develop innovative technologies that conserve water without sacrificing performance. The new Caroma Smart™ technology was introduced in the Sydney Smart and is also used in the recently introduced high efficiency urinals: Cube3 Ultra one pint urinal and the H2Zero waterless urinal (introduced in October 2008).

For more information on Caroma’s high efficiency toilets and urinals, email info@caromausa.com or visit www.caromausa.com.



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Patent Pending

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SPIGOT



PVC



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Mechanical, Inc. – People building value

BY JOHN MESENBRINK,
chief editor

Congratulations are in order to Mechanical, Inc., Freeport, Ill., *Phc News*' 2008 "Contractor of the Year." With Mechanical, Inc.'s quality service offering and a commitment to customer service, its employees and sustainable building design, it's no wonder that this 40-year old mechanical contracting firm is turning heads in the Midwest. (Mechanical, Inc. ranks 43rd on *Phc News*' 2008 Top 100 Contractors listing.)

Mechanical self performs plumbing and all types of piping work, including automotive paint systems, orbital welding for food and pharmaceutical plants, renewable energy plants and power plant piping. Mechanical pro-



Mechanical, Inc. contractors talk strategy at an industrial piping project.

vides total mechanical, as well as HVAC sales and service, and is one of the largest plumbing contractors in Illinois handling commercial plumb-

ing projects of any size. The company provides industrial process piping capabilities and can design and install systems for any application.

The company has the ability to mobilize its workforce anywhere in the country.

Vision is 20/20

The mission statement is clear: Conduct business with openness, fairness, and integrity and expect the same from customers, and toe the company motto line: "We do what we say." And the company's vision? It is even clearer: "People Building Value."

Recently, Mechanical, Inc. was selected to receive the prestigious Gilbane Construction's Subcontractor Excellence Award. The company also has received a 2007 MCAA Certificate of Commendation for having an OSHA lost workday incident rate 25% below the industry average. And, Mechanical also received a 2007 award from the Chicago MCA for having the best safety record in the 350,000-500,000 man-hour category.

Executing approximately one million man-hours in 2008 — which is 480 full-time equivalent employees and 650 peak season employees — workplace safety is a priority.

"Mechanical has one of the best safety records in the industry. We place the highest value on the safety of our employees, and we employ a staff of three full-time safety professionals that provide training on our (Turn Mechanical, Inc. page 44.)

Installing Tankless Water Heaters?

Dormont now offers a complete connection kit to easily install water and gas connections for tankless water heaters.

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Simplifies maintenance!



Dormont

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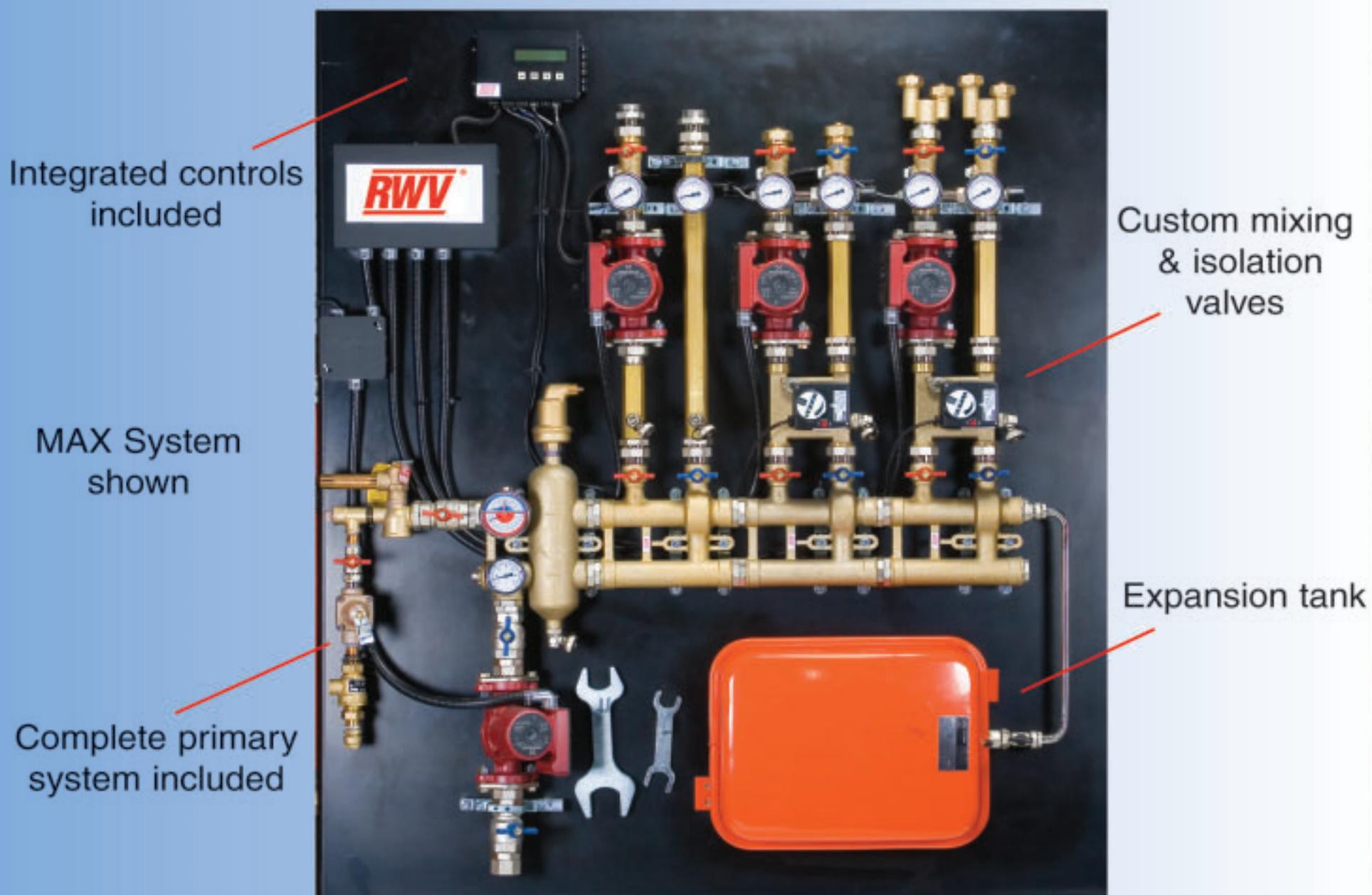


Brian Helm, president of Mechanical, Inc., outside the Hillside, Ill. offices, believes the company can enhance the communities in which it works by maintaining safe work sites, minimizing disruptions, protecting the environment and supporting community organizations.

Mechanical Inc.'s breakdown by work

HVAC Piping	32%
Plumbing	32%
Process Piping	22%
HVAC Service	8%
W/WWTP	6%

Performance Plus Radiant Control System



The **Performance Plus** is a custom designed, radiant control system that is completely assembled and supplied on a ready to mount panel. Simply unpack, mount and you are ready to go!

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The **Performance Plus** system is available in several levels ranging from small applications to large installations and is part of our complete radiant solution.

For more information, contact Red-White Valve Corp. or your local representative.

Circle 30 on Reader Reply Card



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Mechanical, Inc.

(Continued from page 42.)

job sites. We make enforcement of our safety policies everyone's responsibility on our job sites. Here at Mechanical, Inc., we make sure that nobody walks past an unsafe act or condition — it is stopped and corrected," said Brian Helm, president of Mechanical, Inc.

From the beginning

Mechanical, Inc. was started in 1968 as a small plumbing company that primarily performed wastewater treatment plant work. Throughout the '70s and '80s, Mechanical, Inc. worked on various types of commercial and industrial facilities in northwest Illinois. In the 1990s, Mechanical started performing pre-fabrication projects for special customers throughout the United States and made an effort to

get into the Chicago market. In 2003, Mechanical bought Borg Mechanical, which was a major healthcare and industrial contractor in the Chicagoland area. Mechanical Inc. has added offices in Gary, Indiana and Milwaukee, Wisconsin within the last three years.

All-star recruiting

Hiring and retaining quality employees is key. "We provide extraordinary opportunities for employees by attracting aggressive, enthusiastic people, training and challenging them, and by providing a safe, respectful and enjoyable work environment," said Helm.

Mechanical is fortunate to have union partners that are able to staff work with the best employees in the business, so field staffing hasn't been a pressing problem. The bigger concern is getting young high school and college graduates to start their career



A Mechanical, Inc. employee cuts a length of pipe using an automated torch.

in the construction industry, and Mechanical is working with apprenticeship programs and local school districts to educate prospective

plumbers and pipefitters.

"We think we provide the best place to work. Our employees want to be challenged, but also want support to be effective in their roles. When foremen and project managers run projects for us it is like they are running their own business, but we give them all of the internal resources necessary to make them successful," said Helm.

One example of finding the best of the best, Mechanical Inc. recently hired 30-year industry veteran Mike Cullinane as vice president. Immediate past-president of the MCAA, past president of the MCA of Chicago and the Chicagoland Better Heating and Cooling Council, past chairman of MCAA's Investment Advisory Committee and the Industry Improvement Funds Committee, Cullinane is nationally known and highly respected in the industry. In his new role, Cullinane will oversee Mechanical, Inc.'s Hillside, Illinois office and will coordinate business development efforts throughout the Chicago region — specifically developing HVAC and plumbing projects in Chicago and its suburbs. In addition, he will serve industrial customers and engineering firms nationwide in the process piping market. He continues to serve on MCAA's Executive Committee. "We're very excited about Mike joining our organization. His years of experience have given him a great depth of knowledge and earned him enormous respect within our industry," said Helm.

"Mechanical offers a vast number of services and have a reputation for excellence and great integrity in everything they do," said Cullinane.

Green thumb

Mechanical Inc.'s commitment to sustainable design is evident. The (Turn to COY... page 48.)

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	0.70	98,000	85	74	86.0
EC-14	0.80	112,000	98	85	87.0
	0.90	126,000	109	95	86.0
EC-15	1.00	140,000	123	107	87.0
	1.10	154,000	134	117	86.0
EC-16	1.15	161,000	141	123	87.0
	1.25	175,000	152	132	86.0
EC-25	1.55	217,000	190	165	86.5
EC-26	1.90	266,000	232	202	86.5
EC-27	2.25	315,000	272	237	N/A
EC-28	2.50	350,000	302	263	N/A



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- No annual maintenance

RATINGS—BOBCAT BOILERS

Model No.	CSA Input Max Btuh	CSA Input Min Btuh	D.O.E. Capacity Btuh	Net I=B=R Btuh	A.F.U.E.
B-120A	120,000	30,000	109,000	95,000	93.0
B-200A	200,000	50,000	182,000	158,000	93.0



LYNX

High efficiency condensing gas boiler

- High Efficiency—95% AFUE
- Advanced design, long life cast aluminum heat exchanger
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- 25,000 to 85,000 Btuh input
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- PVC, CPVC or stainless steel air intake and vent pipe—100 ft. equivalent length
- Quiet operation
- Environmentally friendly—Low NOx
- 15 year limited warranty
- 5 year parts and labor warranty
- Built-in digital control board with outdoor reset included
- No annual maintenance

RATINGS—LYNX BOILER

Model No.	Input Max Btuh	Input Min Btuh	D.O.E. Capacity Btuh	Net I=B=R Btuh	A.F.U.E.
LX-85A	85,000	25,000	77,000	67,000	95.0



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J-390	390,000	110,000	352,000	306,000	96.7



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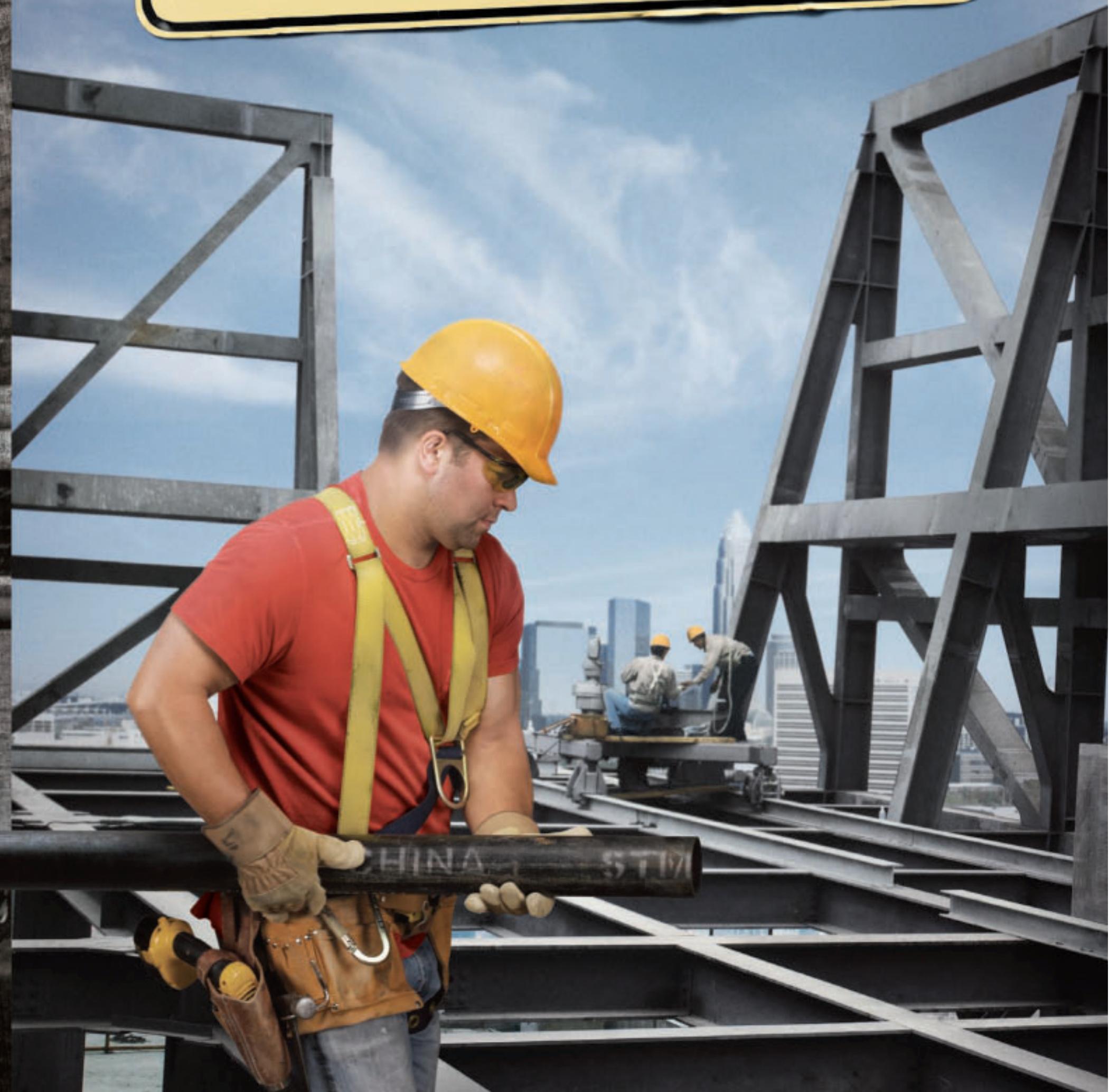
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COY – Mechanical

(Continued from page 44.)

mechanical contracting company has 10 LEED accredited professionals on staff and has built a number of LEED certified facilities. The engineering group also performs LEED commissioning work for its customers. “In addition to LEED projects, we work on geothermal systems and renewable fuels projects. Well before the most recent green movement began, we provided energy-savings solutions to industrial and commercial customers through HVAC and plumbing system efficiencies,” said Helm.

For example, Mechanical, Inc. continues its solid track record of successful hospital and green building projects, highlighted by the Sherman Hospital’s \$310 million replacement hospital project in Elgin, Ill. Scheduled to open in late 2009, the hospital will

be mainly heated and cooled by geothermal energy from a 15-acre artificial lake next to the facility.

The lake will have a natural clay liner and be filled with rainwater. Water and methanol-bearing coils of piping, or heat exchanger rafts, are stationed at the lake’s floor. The steady temperature at the bottom of the lake will be the heating and cooling source for the solution passing through the coils. This solu-



(Turn to Building... page 50.)

Inside the manifold building at the geothermal hospital project, a plumber fusion welds the 2" HDPE flange adapter onto the end of the HDPE piping.

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WATER STOPS

WATER CONNECTORS

Building value – Mechanical, Inc.-style

(Continued from page 48.)
tion, in turn, is circulated by a lake loop heat-pump system.

When the circulating solution reaches the water source heat pumps, the energy is converted to warm or

cool air to regulate the temperature of the majority of the hospital's rooms. The emergency room and surgical suites will employ a traditional heating and cooling system, since they require cooler temperatures.



A plumber guides the geothermal heat exchanger raft as it is being set into the lake at the Sherman Hospital geothermal project.

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Mechanical, Inc. is installing the hospital's intricate heating and cooling system, including 275,000 feet of two-inch piping in the geothermal heat exchanger — a component which uses the lake's natural geothermal properties to heat and cool the hospital. Mechanical, Inc. is also installing the medical gas piping and the plumbing in the facility.

The crystal ball

The current state of the economy has many businesses in the "wait-and-see" mode. For Mechanical, it has not yet seen much of a slowdown in the types of work it typically pursues. "We know that a big slowdown is coming and we are just starting to enter a slowdown in our markets. I think it may be two to three years before we see work as plentiful as it has been the last few years," said Helm. Currently, the biggest change is that Mechanical is spending more time pre-qualifying its customers and subcontractors to determine their financial capacity. "We think we will be able to weather the economic storm fairly well, but we need to spend more time with due diligence on the projects that we pursue," continued Helm.

Over the next five years, the trend is the movement toward building information modeling (BIM) and total project integration, which will make the MEP contractors a more critical part of the project team. "As MEP contractors get brought into projects earlier in the design process, we will be able to cut schedule time drastically. Really, the MEP contractors have the biggest influence on decreasing total construction cost and schedule time, but we need to be brought into the process as early as possible. This is the change that general contractors and engineers are starting to recognize and I think project owners will start to embrace this trend very soon," said Helm.

If Helm could give the one piece of critical advice to the struggling contractor, "Don't chase work unless you know there is real money behind the project."

For more information on Mechanical, Inc., please visit www.mechinc.com.

Fundamentals in place

PVF markets set to defy global downturn

While America's overall economy braces for the worsening of an already deteriorating recession, the PVF sector will almost certainly continue the unprecedented surge that was ignited almost two years ago.

Barring the unexpected impact of a one-sided restriction of anti-business, anti-trade legislation by a one-sided Democrat majority, the PVF industrial juggernaut will continue its steamroller throughout 2009 for the following reasons:

1. A two trillion dollar U.S. export sector, the biggest surprise in an otherwise sagging economy, will continue to maintain its momentum. Although a stronger dollar and a temporary slowing of the developing nations' growth may act as an inhibitor for now, there will be no appreciable downturn in the demand for the PVF sector's products for 2009 as a whole. Two-thirds of exports are comprised by industrial products of all types.

2. Mechanical contractor-related commercial and industrial construction has been adversely affected for months by the credit strangulation of businesses large and small.

Although government intervention in commercial paper availability and direct access to the Federal Reserve Board's discount window has begun to help, the building of hotels and motels, high rise apartment buildings, and planned shopping centers have suffered. However, institutional buildings, such as healthcare and religious edifices, are proceeding apace. Industrial construction is also on schedule. The need for housing technological upgrading, despite reduction in personnel, also calls for expanded facilities.

3. Water and wastewater facility development is on the verge of its greatest year ever; however, Federal, regional and local funding may put a cap on the extent of the growth.

4. Power generation. The crescendo of growth in this arena is certain to hit an all-time high as both nuclear and conventional electrical power undergo a catchup to close the growing gap between supply and demand. Although environmental obstacles continue to be manifested, the danger of brownouts and blackouts should pressure the relevant authorities to be more amenable, even in the area of coal-powered generating facilities.

5. Alternative energy development. Although still in an embryonic stage, solar and wind power, as well as greater natural gas utilization and expansion of ethanol by utilizing corn husks, feedstock, and switchgrass for ethanol conversion should reverse the recent downturn of that questionable gasoline blend.

6. Drilling may be the biggest boon to the expansion of PVF product usage. Although it's doubtful that the new administration will get behind offshore drilling, shale oil development or drilling in the Alaska National Wildlife Reserve just yet, there is more conventional drilling in the lower 48 than in the past 20 years. The only hold-back could be the further drop of already low prices that may make the current spate of drilling non-profitable.

All in all, there are only a few clouds on the horizon preventing the continuation of the PVF surge. Even the credit crunch that has inhibited the inventory development of

the sector's distribution system is thawing out as greater access to loans, as well as commercial paper availability are facilitating the optimizing of requisite inventory levels.

\$360 billion per annum needed to keep world's energy demands satisfied

The International Energy Agency, the world's oil watchdog, has unveiled both good news and bad news.

Focusing their targets on 2030, the Paris-based global research agency believes that there will be enough oil available 20-some years from now to accommodate the world's overall demand of approximately 100 million oil barrels a day, compared to the current 85.5 bpd. Discarding the peak oil theory, which posits a rapid supply reduction, the IEA has disseminated the good news.

The bad news is that it will take a \$360 billion a year investment to extract additional oil supplies, as mature fields are imploding faster than first anticipated.

While oilfields in Norway, the United Kingdom, Russia, Mexico, India and the U.S. are headed for eventual extinction, the satisfaction of conventional demand will be met by Kuwait, Brazil, Saudi Arabia, Iraq, Eurasia (former Soviet States) and the Caspian Sea. To meet demand growth for alternative energy sources, investments are expected to be met by Canada, Saudi Arabia, China, the U.S., India and Iran.

Barring the investment of huge amounts necessary to keep both conventional and alternative energy sources afloat, the demand/supply balance will quickly fall out of kilter, instigating the quick return of exorbitant pricing.

Investment outlook turns bullish despite lingering economic pessimism

I usually spend a good part of my weekends devouring *Barron's Weekly*, the *Financial Times*, and the *Economist* to unearth nuggets that may lead to interesting analyses for my expanding blog readership.

Perhaps it's the fire sale stock prices, lowest equivalents since the 1970s or the 11% comeback of the Dow Jones Industrial Average the last week of "Black October."

According to Barron's semi-annual big money poll, 50% of the responding pros consider the forthcoming stock market outlook bullish or very bullish through mid-year 2009. One major aspect of this renewed optimism is the expectation that governments around the world are mounting a coordinated effort to end the financial crisis and get lending back on track. The first step will be a meeting of the G-20 (major world nations) in Washington, D.C. during November.

The big money bulls see the Dow Jones Industrial Average ending the year at 10,642, which implies a 14% gain from the current levels. Even so, this would still leave the Blue Chips down 20% for all of 2008. This cross-section of the nation's top institutional investors see similar moves for the Standard & Poor's 500, and the technology-laden NASDAQ.

An increasing number (62%) of these big money pundits call today's stock market considerably undervalued compared to only 55% last spring. However, half of this group

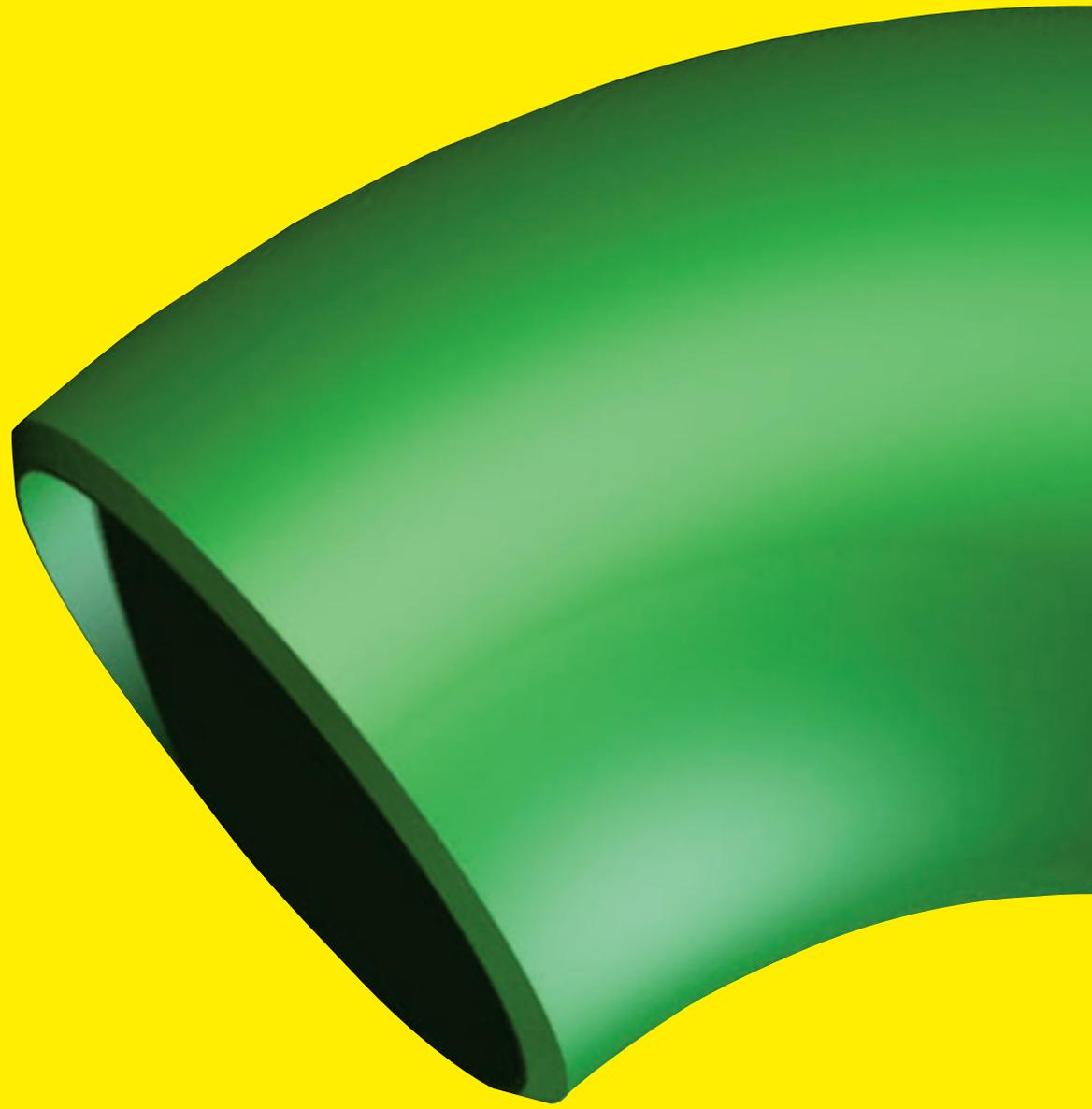
(Turn to Outlook for...Page 54.)



BY MORRIS R. BESCHLOSS
PVF and economic analyst

Institutional buildings, such as healthcare and religious edifices, are proceeding apace. Industrial construction is also on schedule. The need for housing technological upgrading, despite reduction in personnel, also calls for expanded facilities.

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Outlook for PVF hopeful in face of bad news

(Continued from Page 51.)

still describe their industrial stance defensive, while only 20% say they're aggressive at this time. Thirty-seven percent claim that improved credit conditions, now occurring, would induce them to become more bullish about stocks in the next six months; while 25% are awaiting a better outlook for corporate profits.

However, there seems to be a new wave of optimism developing, primarily due to the almost ridiculously low prices of many seemingly solid equities.

Many cite the buildup of cash on the sidelines, which is measured in the trillions. Money market assets alone account for \$3.4 trillion on September 30 versus a \$13.3 trillion of outstanding stock market evaluations. This ratio is comparable to the early 1980s when money funds yield-

ed returns in double digits.

Barring unforeseen developments, such as another major terrorist attack, or confiscatory tax increases by a newly constituted White House, 2009 may turn out to be a much better year for the global stock markets, preceding the petering out of the current recession, a trend consistent with previous recessions, when stock market recovery preceded an economic rebound.

Unemployment casts shadow over expanding recession

With a longer, deeper recession casting its shadow over America's immediate economic future, unemployment is now expected to be as bad as in the two most previous downturns — 2003 and 1992.

Most economic observers, includ-

ing myself, had expected the unemployment rate to avoid the severe (8-9 1/2%) rates reached during the last jobless peaks. However, the global

According to the *Wall Street Journal*, China is the primary progenitor of the downward slide, [in metals prices] as well as having caused the previous price inflation.

scope of the current gathering recession storms will affect exports, America's No. 1 pillar of strength during the past year of financial deleveraging.

Statistics indicate that those unemployed for more than 27 weeks have

already reached nearly 23% of those registered out of a job. This approaches the peak of the 1992 and 2003 troughs.

Also ominous is the number of people looking for jobs or now working part time, which is estimated to be the highest in 15 years.

If this trend continues, expect the unemployment percentage to rise well above the 6.5% mark originally forecasted. How much the baby boomer generation retirement will cut into the available employment pool will depend on the intensity of the global recession on America's businesses.

With 401ks and other retirement plans severely truncated, many potential retirees will likely have to extend their working life, if the jobs are available.

Metals implosion hit by global recession

The natural resource surge, which was powered by the unprecedented demand of such major emerging nations as China, India, Brazil and Russia is in the midst of a veritable free fall.

Much of this reversal of fortune is due to the sharp slowdown in exports and international trade, which has been the sparkplug in generating the stupendous growth of previously agrarian-based economies.

Chief of these is China, where consumption of steel, copper, zinc, nickel scrap and aluminum has led to the seemingly insatiable demand, as well as soaring prices of such critical resources basic to industrial production, as well as the expanding construction sector in developing economies.

According to the *Wall Street Journal*, China is the primary progenitor of the downward slide, as well as having caused the previous price inflation. The financial publication claims that China has been mainly responsible for almost all of this out-sized demand expansion. This includes 87% in zinc, 79% in nickel, 60% in aluminum and 59% in steel.

The abrupt halt in China's post-Olympic purchases, as well as a government-directed restraint on real estate development, has reversed both the demand as well as the pricing of global base metals.

This combination of circumstances may have instigated the resultant crunch; but it's certainly in tandem with the global recession that most of the world's nations are now experiencing. ■

Morris Beschloss, a 48-year veteran of the pipe, valves and fittings industry, serves as PVF and economic analyst for The Wholesaler & Phc News.

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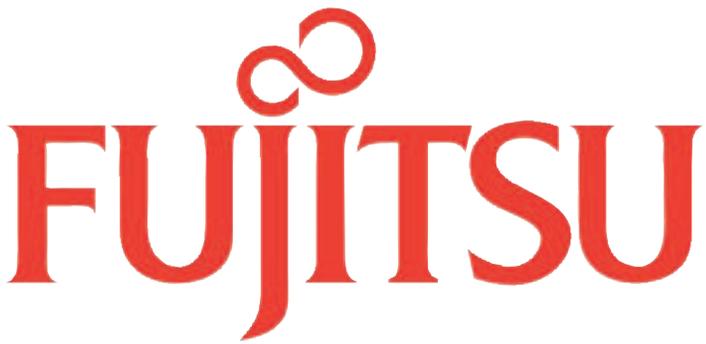
2008 SUPPLIERS' FAVORITE FIELD REPORTS

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2008 SUPPLIERS' FAVORITE FIELD REPORTS

Green builder chooses mini-splits for whole-house HVAC

One of the “greenest” home builders in North Carolina has taken their commitment to high efficiency HVAC to a new level.

Anne & Bradshaw General Contractors, Inc., based in Wrightsville Beach, NC (www.anneandbradshaw.com) chose “green build” as their strategic path several years ago. “We’ve never regretted the move,” said Pamela Fasse, general contractor and partner in the firm. “I’ve considered myself an environmental builder for many years, with a focus on energy efficiency and sustainability.”

“We feel it’s important to stay current with conservation techniques to minimize cost without sacrificing comfort,” added Fasse’s partner and husband, Brad Karl. “There’s a level of global responsibility at work, but it’s right here at home where we can have the greatest impact.”

One of the key contributors to Anne & Bradshaw’s green-build approach has been the recent addition of ductless mini split air conditioning and heat pump systems. “We completed North Carolina’s first whole-house ductless mini-split application just a few months after we returned from a trip to Asia where we saw ductless systems used extensively,” she said.

Fasse and Karl chose equipment by Fujitsu, a product line that exceeded their expectations. “We were especially impressed with the manufacturer’s variable-speed Halcyon line – with off-the-chart efficiency now in the 25 and 26 SEER range,” she said.

They’ve since installed several of the mini-split systems in homes they’ve built with the help of Walt Rager and Jamie Fowler of Four Seasons HVAC, and Don Lewis, owner of All Pro Services, an HVAC firm also based in Wilmington.

According to Lewis, the equipment offers ultra-high efficiency with quiet, reliable operation and sleek design. The Halcyon line now includes __ air

conditioning and heat pump systems with capacity ranges of 9,000 to 42,000 BTUs, many also offering sophisticated Indoor Air Quality (IAQ) plasma air filtration.

Standard features include wireless remote control, plasma filter, sleep timer, 24-hour timer, dry mode, auto louver, auto mode, quiet mode, auto restart/reset, auto changeover and efficient operation with low, or high ambient temperatures.

Inverter technology continuously modulates its energy production to match heat loss and gain. That’s like feathering the gas pedal in your automobile to meet the speed you need. Toss in new “automatic modulation” and you get ultra-high efficiency operation, complete with the chauffer to drive the car.

“We’re glad that Fujitsu went with significantly more efficient 410a refrigerant and automatic inverter technology. Other suppliers stuck with R22 refrigerant, which will be phased out in just two years,” said Rager.

Fasse adds that it can cost up to 10 percent more to build a green home than it does a conventional one. But, ultimately, it costs less to live in them because of their greater energy efficiency and easier maintenance.

Fasse said the average monthly cost of electricity in her Parade home has been about \$50, versus \$200 in a conventional home. “Our homeowners are delighted with the technology and so are we. We’ve now added a key new ingredient to our green home recipe.” ■



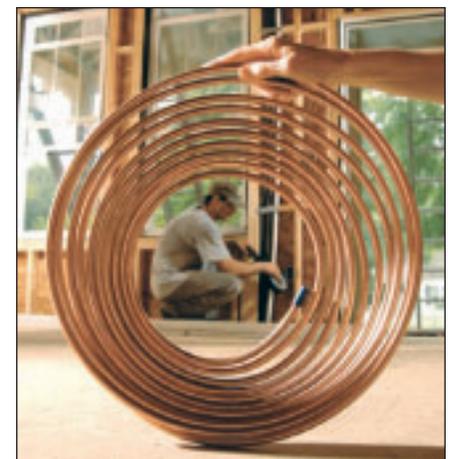
General contractor Pam Fasse and Brad Karl, husband and partner, examine one of the Fujitsu Halcyon dust filters. The “business end” of the system’s air quality control (the Indoor Air Quality filter) is easily removed for cleaning; it’s the green handle seen just below the screen.



Pam Fasse and employee Tim Lewis, mechanical foreman for the job, review system plans as All Pro installer Joel Wasik prepares refrigerant line sets and the condensate line for one of the home’s air handlers.



All Pro installer Joel Wasik prepares to connect refrigerant and condensate lines to a Halcyon air handler.



A coil of copper refrigerant line stands ready at the jobsite, where it will transport refrigerant between an outdoor condensing unit and an interior air handler.

2008 SUPPLIERS' FAVORITE FIELD REPORTS



How to ensure seismic code compliance on your next project

Mechanical contractors can perform another valuable service to their clients by working closely with them to assure full compliance under newly adopted requirements issued by the International Building Code (IBC) as they relate to enhanced seismic protection of buildings. In addition to mechanical engineers the IBC's tough new seismic regulations affect architects, engineers and business owners of commercial buildings.

Not only are the new requirements tougher, they extend to all geographic regions coast to coast — not just to known earthquake prone areas. And the code expands the definition of seismic events beyond earthquakes to include climate, geology and even geopolitical conflicts that might cause buildings to shake.

IBC's seismic provisions now relate to both structural and non-structural elements in any building's structure. As the code states, "Every structure, and portion thereof, including non-structural components that are permanently attached to structures and their supports and attachments, shall be designed and constructed to resist the effects of earthquake motions..."

Many contractors and building owners think they are immune from the new IBC regulations because they do not operate in earthquake prone regions of the country. Since the code now includes other causes precipitating a seismic-type event, that misunderstanding could cost them big-time, especially if liability emerges from non-compliance.

HVAC contractors now have an industry resource to assure compliance as it relates to seismic bracing of HVAC ducts, fire protection piping, electrical utilities and plumbing/piping systems. That's because a working alliance now exists between Anvil® International, the world's largest manufacturer of pipe fittings, pipe hangers



The International Building Code's tough new seismic regulations now extend to all geographic regions coast to coast, and expand the definition of seismic events beyond earthquakes to include climate, geology and even geopolitical conflicts. Anvil® International and International Seismic Application Technology are working together to provide products and services for seismic applications.

and supports, and ISAT (International Seismic Application Technology) to provide products and services for seismic applications.

ISAT specializes in seismic restraint compliance for the 'non-structural components' cited by IBC. Anvil International's product line is ideal for seismic bracing applications like those designed and applied by ISAT. Together the two companies can provide a complete package of bracing products, tailored design services and education to ensure efficient, cost-effective seismic compliance for any commercial building project.

The Anvil/ISAT seismic compliance process involves five steps:

1. Education: ISAT provides a comprehensive design manual written to answer all of the IBC's new requirements. ISAT supplements its manual with on-site workshops and training.

2. Document Preparation: An assigned ISAT project manager prepares submittal documents tailored specifically to your project.

3. Layout: ISAT performs detailed seismic layouts in 2D and 3D formats that are then analyzed to determine the minimum amount of bracing and hangers needed for the project — saving money on material costs and labor. An engineer's wet stamp is provided for all submittals and layouts.

4. Product Delivery: With seismic

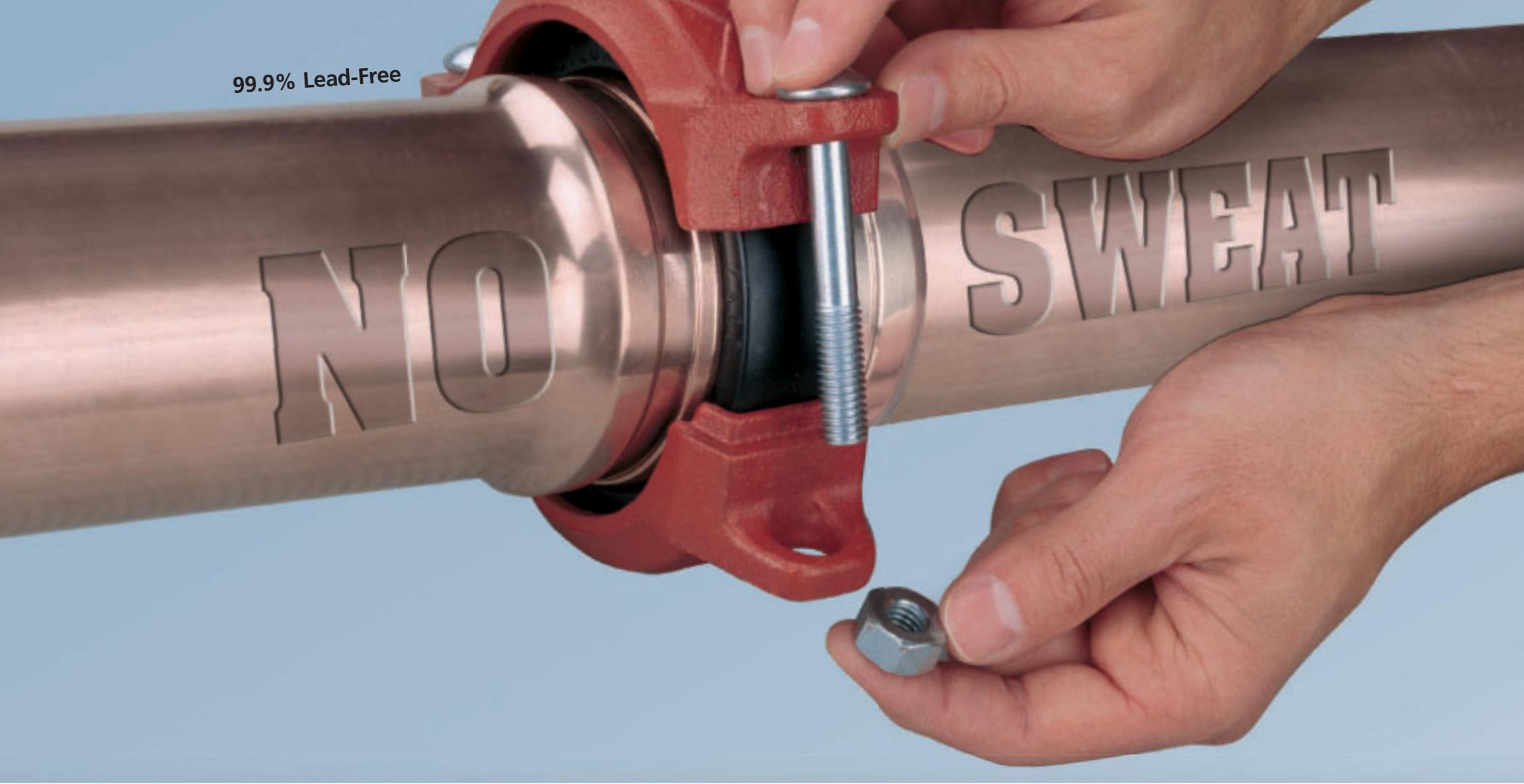
layouts in hand Anvil/ISAT pre-assembles all components, location labels them, and delivers to you in kit form with precise installation instructions.

5. Post-Delivery Follow-Up: The Anvil/ISAT team stays with you to project completion, providing additional guidance, education and customized engineering solutions as needed.

When it comes to seismic compliance the Anvil/ISAT partnership program provides the "smart solution." To find out more call 866.316.7990 or visit www.anvilintl.com/seismic. ■

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2008 SUPPLIERS' FAVORITE FIELD REPORTS

RIDGID®

A Missouri contractor saves time and money using pressing technology

It's a long car drive from Cap Girardeau, Mo. to St. Louis, but Charles Klughart doesn't mind. It's a trip that eventually saves money. He makes the trip to buy something that his plumbing distributor in Cape Girardeau does not offer: PEX.

As division manager of LIX Development, a residential home developer that employs 40 employees, Klughart is responsible for purchasing material and equipment, quoting estimates, scheduling labor and overseeing overall jobsite management. His responsibilities are to manage the mechanical division of LIX Development, which includes plumbing, electrical, utility systems, HVAC and ground wastewater.

Klughart is always looking for ways to improve jobsite efficiency. A couple of years ago, he purchased the RIDGID® Compact 100-B. The RIDGID Compact 100-B is a battery-operated pressing tool used to make pressed connections on up to 1" diameter copper and 1½" diameter PEX tubing. The lightweight tool, which weighs 7.6 pounds, has a 90-degree swivel barrel for maneuverability when working around obstructions. When working on PEX applications, Klughart uses RIDGID Compact Series jaws for the Viega® PureFlow® sleeve and ASTM F 1807 copper crimp rings.

"Initially we bought the Compact 100-B to use on copper pipe, so we could eliminate torches and soldering, and speed up the process of joining pipe. Using the pressing tool saved us labor hours and, in turn, money," said Klughart.

Since using the RIDGID Compact 100-B, there has been significant time savings. Time is dramatically saved on projects that used to take days like soldering a residential plumbing system, but when using the pressing tool on copper, it dramati-

cally saves time, and even more so when using it on PEX.

"When we used to solder copper, it took three days to do a water system. With pressing, it took a day and a half. Pressing PEX with the Compact 100-B takes us only three hours," stated Klughart.

Because of the short turnaround, LIX Development can complete a higher volume of work much faster.

"PEX is a great buy. The cost savings in using it is incomparable," said Klughart. "To pipe a 2,000 to 3,000 square foot house, with three to four bathrooms, costs about \$1,200 using copper versus about \$300 to \$400 using PEX."

The cost savings in time and labor, alone, is significant. LIX Development saves about 10 hours in labor per house, which translates to \$600 to \$800 in savings.

LIX Development also doesn't have to worry about PEX being stolen from the jobsite like copper, which is taken for recycling cash. Also, PEX is easier to transport than copper because unlike copper it can be coiled, saving space in work trucks.

Overall, the long ride to St. Louis has proven to be worth it.

Klughart stated, "Using the Compact 100-B on PEX has made our job tremendously easier. We're able to use our time more efficiently and save money for both us and our customers." ■

RIDGID®, a leading manufacturer of hand and power tools, markets its products in more than 140 countries. The company's broad offering of more than 300 types of tools serve the rental, plumbing, HVAC/R, utility, industrial, electrical, petroleum, institutional, commercial and hardware markets. RIDGID is a subsidiary of St. Louis, Missouri-based Emerson. www.RIDGID.com



LIX Development saves about 10 hours in labor per house using the RIDGID® Compact 100-B battery-operated pressing tool: "Pressing PEX with the Compact 100-B takes us only three hours to do a water system," says Charles Klughart, division manager.



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It's durable. It's reliable. It's versatile. There's nothing like it in the world for pressing tubing up to 4". A new lithium ion battery delivers twice as many presses per charge. A sleek design and 270° barrel rotation increases access to tight spots. And the five second cycle time increases productivity. RIDGID RP 330 B – get a handle on one today.

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2008 SUPPLIERS' FAVORITE FIELD REPORTS

SLOAN®

Sloan water-efficient plumbing reduces water usage at UCSB and installations worldwide

Sloan Valve Company continues to develop high-performing plumbing technologies that use less water, and thousands of facilities across the U.S. and worldwide are installing Sloan water-efficient plumbing products and systems.

According to EPAAct standards, toilets can use no more than 1.6 gpf; the maximum for urinals is 1.0 gpf. Sloan High-Efficiency Toilets (HETs) and High-Efficiency Urinals (HEUs) enable commercial, industrial, and institutional facilities to use much less water without sacrificing performance.

HETs are defined as water closets that flush 20% below the current EPAAct maximum-allowable flush volume of 1.6 gpf, which equates to a flush of 1.28 gpf or less. Sloan offers both manual and electronic single-flush Flushometers that flush at 1.28 gpf, plus dual-flush models that average 1.28 gpf. Similarly, HEUs are urinals that must improve upon the 1.0 gpf standard. Sloan urinal Flushometers that utilize as little as a pint of water and its Waterfree Urinals qualify as HEUs.

Using Sloan Act-O-Matic® showerheads with a 2.0-gpm water flow instead of the 2.5-gpm EPAAct standard also can go a long way toward saving water without users noticing any difference. The same is true of Sloan lavatory faucets fitted with 0.5-gpm aerators: These faucets still can hygienically and effectively wash hands while using much less water than 2.2-gpm faucets.

UCSB's campus-wide push for sustainability

Donald Bren Hall, home of the School of Environmental Science & Management at the University of California, Santa Barbara (UCSB), was the first building on campus to

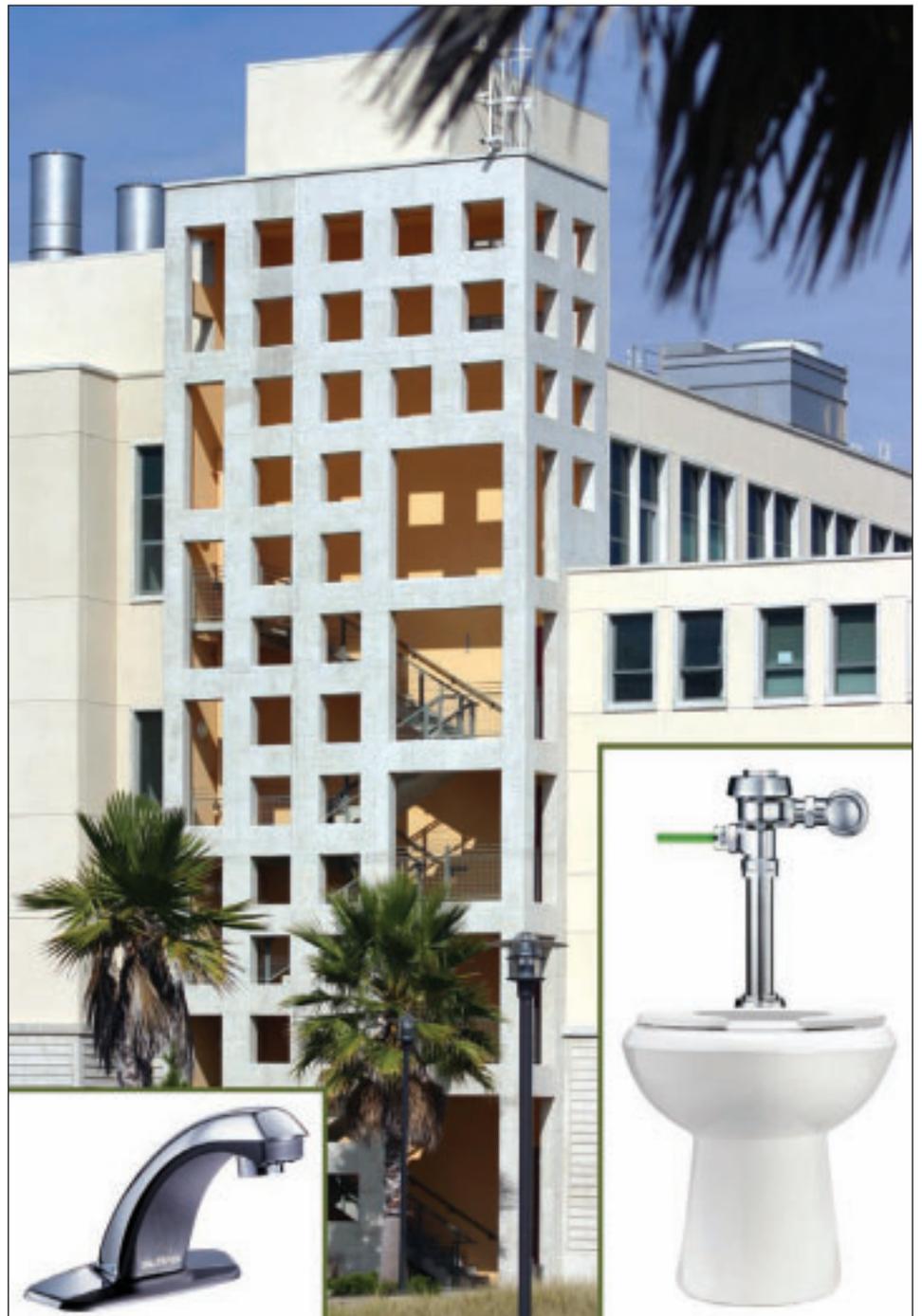
be LEED certified. The university is now mid-way through its plan to make a total of about 25 buildings LEED certified.

In Bren Hall and other campus buildings, UCSB has installed numerous Sloan low-flow electronic faucets and low-consumption electronic and manual flush valves. Low-consumption fixtures account for a water savings of about 300,000 gallons each year in one building alone. The university recently installed UPPERCUT® manual dual-flush Flushometers, which give users the option of pushing down the manual flush valve handle for a full, 1.6 gallon flush or pulling it up for a reduced flush of 1.1 gallons.

Based on a national average utility cost of 1.5 cents per gallon for water and wastewater, saving 300,000 gallons of water would slash the university's water/wastewater utility bill by \$4,500 a year. This is a major value proposition of installing water- and energy-efficient Sloan plumbing: Facilities can substantially lower their water and wastewater costs, while reducing the energy it takes to heat water for faucets and showers.

The Sloan SOLIS® Collection of solar-powered faucets and Flushometers, available in single- and dual-flush models; Sloan ECOS® electronic dual-flush Flushometers; and energy-efficient XLerator® hand dryers are other plumbing systems that can save facilities more water and/or energy.

Interest is higher than ever in using water and energy more wisely, and these economic times demand solutions that lower operating costs and deliver solid returns on investment. Sloan water- and energy-efficient plumbing products and systems can help your customers achieve these objectives. ■



Bren Hall and other buildings on the campus of the University of California, Santa Barbara, have installed Sloan water-efficient plumbing, including 0.5-gpm sensor-operated faucets and UPPERCUT® manual dual-flush Flushometers.

Introducing Sloan's Solar Collection

Combining environmentally sound technologies with leading-edge electronics, the Sloan *SOLIS*® is designed to deliver continuous energy and water savings, while reducing operating and maintenance costs.



*Sloan SOLIS®
High-Efficiency
Urinal*

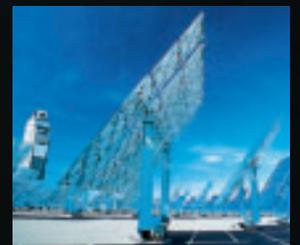


*Sloan SOLIS®
Dual-Flush
High-Efficiency
Toilet*



Sloan SOLIS® Faucet

The Sloan *SOLIS*® solar-powered collection is a breakthrough in design and function that transforms light into power. The Sloan *SOLIS*® Series of Flushometers and Faucets provides the ultimate in conservation and performance.



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Patent Pending

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2008 SUPPLIERS' FAVORITE FIELD REPORTS



Take the chill off with Viega Multi-Run Climate Panels®

Winters in Utah can be bitterly cold. It is a season many Utah residents dread getting out of bed for. That's why new homeowners in Bountiful, Utah, called on Jed McDermott with JRM Plumbing, to design a radiant heating system that would take the chill off those cold winter months and off their new floors.

Installation began the first part of the year, with the original intent of only heating the basement of the house. McDermott installed 3,000-square-feet of 1/2" ViegaPEX™ Barrier tubing in the concrete slab of the basement. The homeowners were so pleased with this installation they started considering the comfort and energy saving benefits of radiant heat and wanted it installed to heat their entire home.

"It was really an afterthought," said McDermott. "At first the homeowner wanted us to apply the same slab application we did in the basement to the upstairs. But, we would have had to upgrade the framing and everything to hold the weight of a light-weight JibCrete pour. It was going to be a lot of trouble. The house was already framed – there would have been a lot of work to do. That's when I knew Viega's Climate Panels were the best option," said McDermott.

While forced-air systems warm the air that rises to the ceiling, radiant systems send its warmth to the objects and people

in the room. Radiant systems require far less energy and offer more comfort to people living in the home.

"Once the homeowners saw how easily and cleanly the Viega Climate Panels were installed in the main floor, they wanted to use the system throughout the house," said McDermott. By May, approximately 6,500-square-feet of Viega Climate Panels were installed throughout the interior living space of the home.

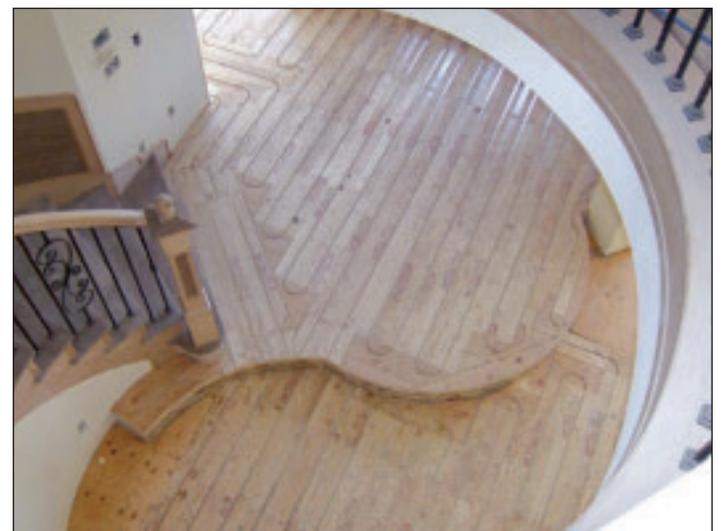
"There wasn't a straight wall in the entire house. Everything was 45 degree angles and there were offsets everywhere. There wasn't a true square area to make things work," said McDermott. Viega offers radiant solutions to situations like these, solutions that are installable in the most stubborn places.

"Once I started using Viega's Multi-Run Climate Panels it really kicked up the pace," said McDermott. "Being able to lay down Viega's panels and have them connect at any point to get back to a central location was a huge plus. The Multi-Run Climate Panels probably saved a quarter of my time," said McDermott.

In the end, McDermott was able to provide the Utah homeowners the comfort and efficiency they were looking for in a product. Cold winter morning floors and the shivers associated with them are now a concern from the past. These homeowners can now step barefoot out of bed on a Utah winter morning and be greeted by Viega warmth beneath their feet. ■



Viega Climate Panels make quick work of installing radiant-panel floors in this home with its 45° angles, offsets and curved floor areas. Also, Climate Panels weigh the same as ordinary subflooring, so there is no need to reinforce floors for heavy mortar.



This curved stairwell presents no problem for Viega's Climate Panels. Contractors simply cut the panels to the appropriate size and fasten them down, saving at least a quarter of their time.



It's more than a heating system, it's a comfort system...Viega ProRadiant.™

Viega ProRadiant Systems... perfect for tile, hardwood, vinyl or carpeting.

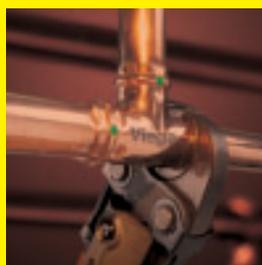
ProRadiant offers comfort, efficiency and versatility. Our radiant floor heating systems combine the benefits of comfort and efficiency.

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- Viega systems can be installed in new construction and in existing homes with ease.

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2008 SUPPLIERS' FAVORITE FIELD REPORTS

Wisconsin Timber Rattlers tighten up with Sta-Tite®

Minor league baseball stadium fields major relief from loose toilet seats with new commercial toilet seat fastening system from Bemis Manufacturing

As director of stadium operations for the Wisconsin Timber Rattlers, a minor league baseball team located near Appleton, Wis., Justin Johnson has plenty to keep him busy without having to grab a wrench and tighten up loose toilet seats.

But that's exactly what Johnson used to find himself doing far too often.

All that changed this past summer when Bemis Manufacturing teamed up with Bassett Mechanical to make the Timber Rattlers an offer that was too good to refuse.

"Bemis asked us if we knew of a good place to test their new Sta-Tite® Commercial Fastening System™," said Mark Huiting, plumbing department manager for Bassett Mechanical, a contracting/engineering firm in Appleton, Wis. "We service the Timber Rattlers and knew they had some issues with the toilet seats getting loose all the time. We called them up and they agreed to let us test the new system at their stadium."

The Timber Rattlers' stadium seats 5,500 fans and has seasonal attendance of about 240,000 at games and events between April and September. Not counting dugout restrooms, there are 17 public and private toilets in the facility.

Bassett tightens all the seats at the start and end of the season and, if called out to the stadium for other reasons during the season, tightens any loose seats. Usually, however, the seat tightening duties fell to Johnson.

In July 2008, the Timber Rattlers allowed Bassett to replace 12 of the stadium's traditional seats and mountings with Bemis seats utilizing the new Sta-Tite® Commercial Fastening System™. The

installation included public restrooms and an office restroom.

Since the installation, Johnson has not had to tighten a single seat. Loose seats have become a non-issue, he said.

The Sta-Tite system uses breakthrough technology that outperforms traditional stainless steel fasteners and is up to 33 percent faster to install than conventional fasteners, creating significant savings in installation time and labor.

Sta-Tite features a patented single-piece fastener that includes a glass-filled nylon nut with integrated washer. After finger tightening, installers use a 5/8-inch wrench to fully tighten the lower section of the nut, which is designed to shear away when the proper torque is achieved. This allows installers to quickly achieve the exact amount of torque to keep seats securely fastened without over-tightening.

The glass-filled nylon nut produces less friction during tightening compared to stainless steel, which gives the Sta-Tite system as much clamping force at 80 to 100 inch/pounds as stainless steel does at 200 inch/pounds.

The Sta-Tite hinge body also has a finned bushing inside that eliminates gaps between the bolt and the hole. The bushing, which is molded on the glass-filled propylene hinge body, centers the bolt in the hole.

Maximizing installation and service efficiencies is important to plumbing contractors, especially in commercial jobs such as stadiums or office buildings.

"For a facility like ours with a high volume of traffic over a short period of time, there's no better way to go," Johnson said. ■



STATITE®
Commercial Fastening System™



Sta-Tite's patented single-piece fastener includes a glass-filled nylon nut with integrated washer. After finger tightening, installers use a wrench to fully tighten the lower section of the nut...



...Which shears away when the proper torque is achieved. Sta-tite provides better clamping force than stainless steel nuts and its finned bushing centers the bolt in the hole.

STATITE®

Commercial Fastening System™

Patent Pending

A breakthrough in toilet seat installation improves mounting hardware from top to bottom, from inside out. It's a simpler, more secure system that cuts installation time by a third and prevents toilet seat loosening.

It's easier to use, too. Just tighten the lower portions of the innovative one-piece nuts. They shear when properly tightened. A finned bushing securely centers bolts in mounting holes to prevent shifting. Finally, the new design and materials create stronger clamping forces that eliminate costly callbacks to re-tighten loose seats!

breakthrough TECHNOLOGY



Assemble hinges.



Hold seat centered while finger-tightening nuts.



Using a 5/8" wrench, alternately tighten until lower portions shear off.

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For more information, visit www.Sta-TiteSystem.com

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2008 SUPPLIERS' FAVORITE FIELD REPORTS

General PIPE CLEANERS

General's lightweight Kinetic Water Ram™ quickly opens clogged drains – and business opportunities

It takes longer to write-up the bill than to unclog a drain with that tool."

That's how Dale Smith describes the Kinetic Water Ram™ from General Pipe Cleaners. The lightweight, compact device safely, quickly and cleanly clears clogged sinks, toilets and tubs with the power of compressed air.

It's also given Smith a clear competitive edge. In just five years, the owner of D. Smith Plumbing Services in rural Jayess, Mississippi, has carved reputation for service excellence. He prides himself on maintaining the highest ethical and professional standards – "24 hours a day, 7 days a week".

He's serious about that. "I operate my business as an 'on-call' emergency service," Smith says. "Customers know that I'll solve their problems when they need me to — not when it's convenient for me."

Boosting professionalism & productivity

That's why he values the quick, effective, easy-to-operate Kinetic Water Ram.

"When several people call you early in the morning or late at night, you can't afford to spend 3 or 4 hours at each place," Smith says. "The Kinetic Water Ram lets me do multiple jobs daily — with time to spare."

That's especially important when customers call with clogged drains late at night. "I guess it makes me the '9-1-1' of Mississippi plumbers!" Smith jokes.

He pumps General's tool to the desired pressure, plugs overflows to prevent splash back, and firmly positions the flexible cone over the drain opening. One snap of the trigger unleashes a powerful burst of compressed air, instantly clearing clogs.

The resulting shock wave from Kinetic Water Ram — called "Kinetic Energy" — hits the stoppage at nearly 4,700 feet per second, quickly clearing clogs and flushing away waste particles.

That shock wave also bypasses stacks and vents. There's no pressure

build-up within the system, either. General's innovative, environmentally safe tool directs 98% of the force down the line and only 2% against pipe walls. So the Kinetic Water Ram effectively handles stoppages on the far side of drum traps or series of tight bends — like lines in trailer homes. And while it produces up to 160 pounds of pressure, most blockages clear with just 20 to 40 pounds.

One typical customer called Smith to clear a long-standing kitchen sink clog. "I tried snaking that line all the way into the septic tank — with no luck," he recalls. "So I grabbed the Kinetic Water Ram, pumped it up, and blasted that blockage clean away!"

Dale Smith calls it "amazing" on bathtubs. "I've cleared hundreds — many with old-fashioned lever-actuated stoppers that prevent me from using my cable machine," he says. "Kinetic Water Ram handles them all."

Compact design also scores points

Smith really values the tool's portability.

"In the past, I've snaked through roof vents to clear clogs," he says. That often meant dragging a heavy, awkward cable machine to the top of a building — not a pleasant task in Mississippi's scandalously sultry summers.

"Now I can handle most jobs by carrying the lightweight Kinetic Water Ram," Smith laughs, "And I don't even break a sweat!"

Smith's association with General's tool began when he was a community college student.

"While working part-time in a grocery store, I saw a plumber's truck in the parking lot," he recalls. "So I walked over, told him I was studying plumbing and drain cleaning, and asked his professional advice for someone just starting out."

Smith says the fellow "immediately pulled out a Kinetic Water Ram — and told me to get one". "This is the best, handiest tool you'll ever get," the plumber claimed.

"So when I went into business for myself, Kinetic Water Ram was one of the very first pieces of equipment I bought," Smith notes. "I take it everywhere."

Versatility enhances appeal

Like to what some customers consider "impossible" jobs.

One bathroom sink, for instance, remained clogged for over a year — despite previously unsuccessful attempts by other plumbers to snake the line. The homeowner had nearly given up when D. Smith Plumbing Services rode to the rescue.

"They expected me to tear out the cabinets and cause a major inconvenience," Smith says. "Instead, I grabbed my Kinetic Water Ram, added a little water to the sink and completely cleared the line."

Smith swears by its versatility. "It's great at unclogging toilets!"

One of his business customers suffered serious clogging of a washroom toilet. "When I arrived, it was clear that employees were throwing everything down that commode — paper towels, you name it," he recalls. "Kinetic Water Ram™ cleared that real fast!"

The General product comes with a flexible cone for 1 1/4" to 4" diameter lines, caulking hose, and five tapered valves for sealing openings from 1 1/4" through 4". A Schraeder valve for use with an external air compressor when clearing difficult blockages is also provided.

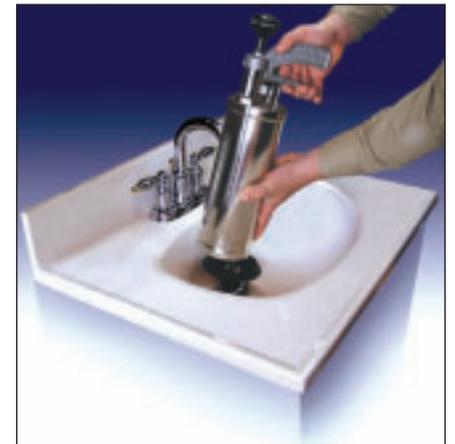
An optional toilet attachment screws onto the front of the Kinetic Water Ram, permitting firmer positioning in the bowl and performing like a powerful plunger. Additional options include a carrying case, 6" rubber cone, expansion plugs, universal faucet adapter, water supply hose, and check valve.

A real business booster

"Right now I got as much business as I can handle," Smith concludes, "Without a doubt, Kinetic Water Ram makes my job a lot easier."

"With that tool, I can get most jobs — even some really tough ones —

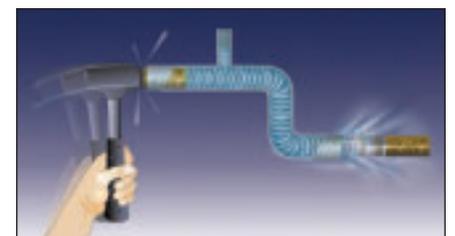
done in less than 5 minutes," he maintains. "As for that plumber in the parking lot who originally recommended Kinetic Water Ram, I just wish I knew that guy's name: I'd shake his hand!" ■



A bathroom sink that had been clogged for over a year was cleared in seconds with the Kinetic Water Ram.



Options include a carrying case, toilet adapter, 6" rubber cone, expansion plugs, universal faucet adapter, water supply hose, and check valve.



The shock wave from Kinetic Water Ram travels at nearly 4,700 feet per second while bypassing vents and stacks, quickly clearing clogs and flushing away waste materials.

SMITH[®]CUSTOMER
DRIVEN

2008 SUPPLIERS' FAVORITE FIELD REPORTS

Rainwater harvesting products - LEED certification project

Problem: The Claude Moore Educational Complex renovation job was the first building in Roanoke, VA to be registered with the U.S. Green Building Council for LEED certification. The Henry Street building that once was the Lincoln Theater has green

features that should reduce energy consumption by 35% - 40%. The job uses wood products free of formaldehyde and harvested from sustainable forests; siphonic roof drains that collect the rainwater for flushing toilets and irrigate the landscaping; solar panels to pre-heat the water for the kitchen needs. The city stormwater system will not be burdened by the runoff as part of the roof will be green roof (planted) and the discharge from the siphonic roof drains is captured in two 2,500-gallon tanks buried under a patio/paver area.

This facility will serve as a showcase culinary school as part of the Roanoke Culinary Arts Institute. One of the goals for the renovation was to save money on energy and water usage while maintaining a practical working environment. This particular project offered challenges that are typical of renovation projects. The existing building had to be used and due to construction budgets only a small percentage of the roof and walls could be retrofitted with drains and piping. Furthermore, the Roanoke County had strict restrictions on the quantity and quality of storm water runoff from the site.

Solution: Rainwater Management Solutions, a consulting company and Jay

R. Smith Mfg. Co. partner worked with Gregg Lewis of Smith Lewis Architects and the construction team to provide them with the right product and installation information for the job. Siphonic roof drains and rainwater harvesting products were selected and used in order to collect, convey, and store the rainwater. Siphonic roof drains, Figure # 1005, use smaller diameter pipe and piping is installed horizontally which drastically reduces the amount of space consumed by piping. The piping was routed to one point of the building to facilitate rainwater harvesting on the job as an additional benefit for cost and space savings. At the point of discharge, two vortex fine mesh filters, Figure # 9520-06, were used to filter debris from the water. The filtered water is then sent to the storage tanks where the heavy particles sink to the bottom and the light organic matter floats to the top. Harvested water for use in the building is extracted from the cleanest part of the water using the floating filters and a pump. Overflow devices are installed for overflow situations. In this particular project the harvested rainwater was used as supply water for flushing the toilets and urinals.

The architect achieved his goals for this installation to reduce potable water demand and to reduce the storm water runoff from the site. Other usages such as dishwashers, laundries, irrigation, and HVAC cooling towers can also be accomplished by using rainwater harvesting products.

The Roanoke Culinary Arts Institute (part of Virginia Western Community College) has been pleased with the steps taken to lessen their water usage, preserve the integrity of the building and meet the city of Roanoke requirements. Additionally, the job is a showcase example of green and sustainable building practices. ■

For more information on this and other Jay R. Smith Mfg. Co. products, or to contact your local representative, visit www.jrsmith.com.



2008 SUPPLIERS' FAVORITE FIELD REPORTS

Car wash upgrades with three high-efficiency boilers, cutting gas consumption by 33%

Rarely does the average consumer give a thought to the economics of a car wash as he pulls away in his clean and shiny vehicle. Meanwhile, the car-wash owner is stuck in the back office, furiously crunching numbers, trying to figure out how to make his business more profitable without raising prices.

That was the case at the Hydro-Spray Car Wash, a six-bay operation, in Columbus, Ohio. The owner was grappling with skyrocketing energy bills, stemming from an inefficient 1.2 million-BTU, copper fin-tube boiler with a 14-inch flue that begged for replacement.

The Problem: The copper fin-tube boiler ran either on or off with no in-between. Circulating hot water into two, 120-gallon storage tanks, the unit cycled on with every 10°F drop in tank temperature. But because the boiler was “way oversized to the load, it suffered from a chronic, short-cycling syndrome,” recalls contractor Jeff Persons, president of Geo Source One Inc. in Plain City, Ohio.

Continuous, efficient operation of the boiler was possible only when all wash bays were in use, so that the hot water flow rose to 30 gallons per minute. Only 5% of the time did such conditions occur though, says Persons, adding that, under low-usage conditions, the “on” cycle rarely exceeded two minutes.

“Standby heat losses up the large flue also contributed to the boiler’s poor efficiency, which averaged the mid-50% range.”

The Solution: R.A. McGovern Equipment Company, a Columbus-based manufacturer’s sales agent, suggested replacing the old, inefficient boiler with Munchkin Stainless Steel High-Efficiency Boilers, manufactured by Heat Transfer Products. Munchkin boilers couple condensing technology with modulating burners to achieve an Annual Fuel Utilization Efficiency rating of 95.1%.

The owner of Hydro-Spray Car Wash at that time was sold on the Munchkin’s higher efficiency rating and the happy prospect of lower gas bills. Geo Source One was subsequently recruited to design and install the three-boiler replacement system: two Munchkin 399VWH models and one Munchkin 199VWH unit.

Despite replacing one boiler with three,

Hydro-Spray still saved 12 square feet of floor space, thanks to the Munchkins’ compact footprint and the elimination of one of the 120-gallon water storage tanks.

No missed business, please

There was one caveat to the changeover: All installation work had to be done without shutting down the facility.

To save time, Geo Source One installers designed and prefabricated a modular piping harness, made from Pro-Press Fittings, at their shop. This rack would facilitate quick changeovers, and if one unit went down, the other pair would continue functioning while repairs were made. In addition, all boiler assemblies were CAD-designed and fitted to allow future removal and replacement – again, without interrupting or shutting down the car wash.

Within one afternoon, the old boiler was removed and the three new boilers were hooked up to the pre-assembled piping harness. Three pairs of four-inch PVC intake and exhaust lines replaced the old flue pipe. “All wiring and venting were then completed,” Persons recalls, “and the system was running by noon on the third day.”

Documented Savings: The energy savings achieved to date has not disappointed the car wash owners — both the original proprietors who had the Munchkins installed and the new ownership who later acquired the facility. Total natural gas consumption at Hydro-Spray for the year after the Munchkins were installed declined 33% over the prior year.

With their load-matching, modulating burners, the three Munchkins are programmed to fire with gas inputs as low as 50,000 Btu per hour to a peak of 997,000 Btu/h – depending on how much hot water is needed. This ability to match firing to ever-changing demand is key to saving energy. “The modulating Munchkins allow the car wash to track the water heating load at efficiencies of 92 to 96% without short-cycling,” says Geo Source One’s Persons. ■

For more information on these products, visit Heat Transfer at www.htproducts.com. Or call toll-free: 800-323-9651.



Installer Jeff Persons with stacked, three-unit Munchkin boiler system.



Installer Jeff Persons (right) with Scott Aliff, co-owner of Hydro-Spray Car Wash, which cut its gas consumption by 33% after the installation of the three Munchkin units.



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2008 SUPPLIERS' FAVORITE FIELD REPORTS



Concordia College understands the value of water conservation

Gerber's Viper™ toilet saves the college 450,000 gallons of water in one year

Flushing a toilet more than once used to be the norm in some of the dorm halls at Minnesota's Concordia College in Moorhead. Taking a vast step toward minimizing plumbing repairs and conserving water, the college removed the old inefficient toilets, replacing them with high performance Viper™ toilets by Gerber Plumbing Fixtures LLC. The incorporation of new Gerber toilets saved the college over 450,000 gallons of water throughout the course of the year.

"We are thrilled to serve the students at Concordia College while maintaining Gerber's commitment to water conserving efforts," comments Ron Mudge, marketing and new categories manager for Gerber.

In April 2006, the Concordia Plumbing Department, replaced 33 toilets with Gerber's Viper High Performance line. By simply installing Gerber's low consumption toilets, the college was able to save a significant amount of water within one year.

"The performance of the Viper toilet is tremendous. We have had minimal service calls in the dorm and the water savings is truly substantial," comments Paul King, plumbing supervisor at Concordia College in Moorhead. "We are planning to install about 100 more of Gerber's Viper toilets this summer."

With a student body of approximately 2,800, Concordia College in Moorhead is a quaint college making notable strides in the nation's growing "green" movement. In addition to its use of eco-friendly toilets, the school is teaching students how to adopt a sustainable way of life.

For additional information about Gerber's products visit www.gerberonline.com or call 630.754.0278. For further information on Concordia College in Moorhead, Minn., visit www.cord.edu. ■

About Gerber Plumbing Fixtures LLC: Gerber Plumbing Fixtures LLC is a leading manufacturer of vitreous china plumbing fixtures, faucets, fittings and bathroom suites for the residential, commercial and hospitality construction markets. Gerber products are sold exclusively to the plumbing professional. The company is committed to sustaining the environment through resource conservation and building best practices, is a member of the US Green Building Council and is a partner in the US EPA WaterSense Program.



Minnesota's Concordia College in Moorhead replaced its old, inefficient toilets with high performance Viper™ toilets by Gerber Plumbing Fixtures and saved more than 450,000 gallons of water a year.



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More faucets with more variety than ever. New vitreous china "suites" with classically styled, high-performance toilets and pedestal lavatories. More profit potential, because Gerber is still loyal to the trade. Give your customers more, and make more, with Gerber in your showroom!

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2008 SUPPLIERS' FAVORITE FIELD REPORTS



Luxury residences in Puerto Rico are equipped with Taco's Loadmatch® System

A resort-style residential project called MonteLago Estates outside San Juan, Puerto Rico is equipped with a Taco LoadMatch® cooling system for enhanced energy savings.

MonteLago Estates is being developed on a 108-acre lot across from La Plata Lake in Toa Alta, about a twenty-minute drive outside of San Juan. A total of 87 three- and four-bedroom residences in three styles are being built in two construction phases.

The developer of MonteLago Estates, SilverLake, Inc., selected LoadMatch for the project because of its projected energy savings. According to Gabriel Perez Sepulveda of SilverLake, using the latest technological products, especially "Green" products, is part of his company's mission. "LoadMatch is a very energy efficient system," he says, "and it came to our attention with very good recommendations." When it was presented to SilverLake by Taco's representative Jorge Hernandez and MultiAqua Puerto Rico general manager Rodrigo Caicedo, "we were amazed."

Taco's LoadMatch single pipe system is usually specified for commercial, industrial and institutional buildings. LoadMatch can provide both heating and cooling capabilities in single pipe circuits, using common terminal units. Under the U.S. Green Building Council's LEED certification process, LoadMatch can help gain points for energy efficient heating/cooling systems. Regardless of the type of building, LoadMatch is estimated to save up to 30 percent of life cycle costs for a typical project.

LoadMatch is a self-balancing single pipe system that can be used for both heating and cooling. It replaces all control valves with small, low kW circulators (Taco's "00" LoadMatch circulator). The circulators help deliver system water to where it needs to go as opposed to forcing the water to go where it doesn't want to. All loads in a LoadMatch system operate separately from one another, and the secondary flow that circulates

through each terminal is independent of the system's primary distribution pumps.

Because it eliminates all control valves, most balancing valves and up to 40 percent of piping, first costs are reduced with a LoadMatch system. Lower pump head and operation of the circulators to match the load reduce operating and maintenance costs.

Use of LoadMatch for private residences or large residential projects is also growing. A luxury home in Puerto Rico has an installed LoadMatch system, and SilverLake intends to use the system in its next development on the island. According to Greg Cunniff, Taco's Application Engineering Manager and LoadMatch expert, LoadMatch is well equipped for residential applications: "Besides its energy savings, the real advantage of the LoadMatch system is increased comfort," he explains. "The system is self-balancing and doesn't require the more skilled balancing needed for hydronic systems. A homeowner with a LoadMatch single pipe system can be assured that the system will perform from its initial start-up without any need for contractor call-backs."

MultiAqua, Inc. of Mirimar, Florida, through its exclusive representative for Puerto Rico, MAPR, Inc., is supplying the chillers for the cooling system. MultiAqua manufactures single-phase chillers in three-four-five and 10-ton capacities for residential and light commercial applications as well as ductless and ducted chilled water fan coils. Each MonteLago Estates residence will be equipped with two five-ton chillers in parallel connected to a single pipe along with 10 Taco LoadMatch circulators to cool the bedrooms and living areas with hi-wall MultiAqua fan coils, providing individual control for each area and allowing the homeowner the ability to cool only the areas of the house he desires, and at different temperatures, according to MAPR's Caicedo. ■



The 108-acre MonteLago Estates near San Juan, Puerto Rico has 87 three- and four-bedroom residences. The developer, SilverLake, Inc., selected Taco's LoadMatch for the project because of its projected energy savings. Each residence (below) is equipped with two five-ton chillers in parallel connected to a single pipe along with 10 Taco LoadMatch circulators.



Gabriel Perez Sepulveda of developer SilverLake says using "Green" products is part of his company's mission, and "we were amazed" with LoadMatch's efficient performance.

Model LF with DualVision™ knows the difference between foam, water and probe build-up.



Model LTA-2, available in 24 and 120 VAC auto reset models.

Model LTR. Compact sealed design with a plug-in wiring harness.

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Meet all codes and CSD-1 while enjoying the ease of the plug-in wiring harness or tri-barrier terminals. For extra peace of mind, a test button verifies that the wiring and installation were done right – before you leave the job.

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Is the low water condition due to a dirty probe or a true

lack of water? Our multiple LEDs give you the answers. They'll even tell you when the probe should be cleaned!

Ultimate steam boiler protection.

Unlike the competition, the LF Series' patented DualVision™ technology won't shut down the boiler every ten minutes to check the water level, or shut down on a false low water condition. Now you can run the steam boiler flat out for a significant gain in efficiency and operational safety.

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2008 SUPPLIERS' FAVORITE FIELD REPORTS

RIDGID®

Three times is a charm to unclog a restaurant's drain line

WELLINGTON, OHIO — It can be frustrating to have a drain line clog. This happened to the Pheasant Run Inn not just once, twice, but three times.

Pheasant Run Inn's toilets in the men's restroom continuously had trouble flushing. A plumbing company, Country House Doctor Inc., was called to see if they could unclog the line. To tackle this job, Country House Doctor relied on RIDGID® products.

"Using RIDGID products not only raises our confidence in doing a good job but they also give customers confidence in knowing that we are using the best methods of fixing their plumbing problems," said Mike Ketchum, owner of Country House Doctor.

Initially when Country House Doctor worked on the job, it used the RIDGID K-7500 drum machine, a drain cleaner that cleans up to 10 inch drain lines, 250 feet long. Using the K-7500, Ketchum and his crew hit an obstruction and snaked out a mass of paper towels. Both the Inn and Country House Doctor thought the problem was solved but just days later the same problem happened again and more paper towels had to be snaked from the line.

Again, the problem was thought to be resolved but in only a day the toilets were clogged once more.

"Something else was going on. It was unlikely that every patron was disposing paper hand towels down the toilet and causing the continuous clogging," said Ketchum.

On its third visit Country House Doctor decided to use the RIDGID SeeSnake® camera in conjunction with the RIDGID NaviTrack® line locator. SeeSnake is a video inspection/recording camera and transmitter that diagnoses line problems.

When used with the SeeSnake, the NaviTrack easily detects the SeeSnake's transmitter to determine precisely where the problem is in the line.

While using the SeeSnake camera they found an area of the 4-inch cast plumbing had deteriorated.

Country House Doctor inserted the SeeSnake camera into the line and used the NaviTrack locator to locate the transmitter on the SeeSnake equipment, and discovered the location of the problem. Ketchum drilled a 1-foot square into the basement floor and broke up the concrete slab: directly on top of the blockage.

"I was impressed they didn't have to dig up a lot of the basement floor. They certainly saved me the time and money that would have been spent fixing the floor," said Morgan.

Country House Doctor found the cast piping was preventing debris to flow because of a jagged edge. Ketchum employed the drain cleaner, along with water pressure, to push the obstructive material out. The piping was replaced and the small patch of floor was repaired.

"The SeeSnake camera and the NaviTrack locator work so well together. By having this equipment, plumbers pass this value down to the customer," said Ketchum. "Using quality plumbing equipment like RIDGID products helps us be a more valued plumbing source." ■

RIDGID®, a leading manufacturer of hand and power tools, markets its products in more than 140 countries. The company's broad offering of more than 300 types of tools serve the rental, plumbing, HVAC/R, utility, industrial, electrical, petroleum, institutional, commercial and hardware markets. RIDGID is a subsidiary of St. Louis, Missouri-based Emerson. www.RIDGID.com



Country House Doctor runs the SeeSnake camera down the clogged line. When used with the SeeSnake, the NaviTrack (below) easily detects the SeeSnake's transmitter to determine precisely where the problem is in the line, allowing the techs to break concrete and dig at the precise spot of the broken drain, saving hours of time and preserving the floor.



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2008 SUPPLIERS' FAVORITE FIELD REPORTS



Grundfos introduces advanced zone control line

There's a new and highly efficient sentry in the mechanical room. So devoted to the task of managing the operation of multiple hydronic zones, this assistant remains on guard 24/7, alert to any demand for circulation within the hydronic system.

"The new zone control line by Grundfos is an immense improvement on technology for the hydronic mechanical room," says Bob Reinmund, senior product specialist, Grundfos. "We've introduced three new residential and light commercial zone controls that are contractor-friendly and loaded with features that assure easy, trouble-free operation of zoned hydronic heating systems."

Models include single, three, and four expandable to six zone configurations. The 3- and 4/6-zone models also offer priority and freeze protection options and multi-panel linking. All units provide a 2-wire with one 3-wire thermostat capability, automatic reset PTC fuse on system 24 VAC, a high capacity 25VA rated transformer, multiple knockouts and separate terminals for cold start or tankless coil boilers.

One of the most obvious advantages is the zone control's high resolution front panel LED display. All functions are seen on the panel's face, showing system status and zone function. Troubleshooting is easy without having to remove the front cover.

The 3- and 4/6-zone enclosures also have a universal footprint. This means that all existing wiring can be used on retrofit applications, eliminating the need to disconnect conduit connections. Also, multiple zone controls can be coupled in several different configurations to provide expandability.

For example, in one configuration, the master panel can be set up with priority, with slave panels set to obey priority commands from the master. Selectable freeze

protection is provided if needed. Multiple

priorities can be established in another configuration. This is ideal for radiant heating applications where the indirect water heater can be configured for priority with freeze protection on one priority zone while the second priority zone can be used for a high demand radiant heating load. This allows system recovery for longer lead time radiant zones, especially on start-up.

A key advantage is that only one service relay is required for all models. The non-networked zone controls also are 100% factory tested, come with a three-year warranty and are UL873 and Canada/CSA approved.

Another installer-friendly feature are the grounding screws located inside all zone control enclosures. Contractors will also appreciate the C-terminal provided on the low voltage side of the relay. This eases the wiring of thermostats that

require constant 24VAC power (three wire configurations). Finally, the powder-coated panel surface resists finger prints and grease smudges. ■



"The new zone control line by Grundfos is an immense improvement on technology for the hydronic mechanical room. We've introduced three new residential and light commercial zone controls that are contractor-friendly and loaded with features that assure easy, trouble-free operation of zoned hydronic heating systems."

I DON'T COMPROMISE.



And when it comes to innovation, neither does Grundfos.

Grundfos has a reputation for being responsible and thinking ahead.

That's why Larry Krug, owner of Orange County Sheet Metal, turned to Grundfos. "Their reputation for responsibility, foresight and innovation," he says, "backed up my decision to install their HVAC and custom radiant heating systems for Orange County Choppers."

Because of the cold winters and expensive custom bikes, they needed a system to warm certain zones of their new 100,000 s.f. headquarters. The solution: the energy-efficient, variable-speed Grundfos MAGNA pump with AUTOADAPT. Krug says, "It's a custom fit for the kings of custom bikes."

The MAGNA pump – one ingenious circulator.

The Grundfos MAGNA pump with AUTOADAPT offers built-in intelligence to analyze current conditions and adjust performance accordingly. The MAGNA received the 2008 Innovation Award at the AHR Expo in the Green Building category.



Visit grundfos.com/cbs for a complete listing of Grundfos pumps, or to locate a distributor in your area. You can also sign up to receive a FREE copy of our 12-page case study brief.

2008 SUPPLIERS' FAVORITE FIELD REPORTS

LAARS® 
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It gets mighty cold in the 'UConn'

The Canadian Yukon can get mighty cold in the winter, but it can also get pretty chilly at the University of Connecticut, otherwise known as the UConn.

To keep their students warm and comfortable, university officials determined recently that they needed to replace the existing heating/hot water systems in 12 student housing units known as Hilltop Apartments. The problem was that this huge task had to be completed while the students were away for the summer, which put everyone on the project including mechanical contractor P&D Mechanical, Inc., Colchester, Conn., on the fast track to get the job done.

The existing water heaters were coupled with fan coil units to provide space heating and domestic water needs. These needed to be replaced for safety and environmental reasons. Plans called for removal of the water heaters while leaving the fan coil heat exchangers in place. Space heating and hot water would then be supplied by centralized boiler rooms at four of the 12 buildings.

Boiler options from four manufacturers were studied before settling on Rheos+ boilers from Rochester, N.H.-based Laars Heating Systems Company.

The small footprint of the Rheos+ boilers was an asset. The heat plant solution included the need for high-capacity, low mass boilers. The need for low NO_x emission levels and ultra-high fuel efficiency were also important issues.

According to manufacturer's representative Mike Skoldberg of Mechanical Marketing, Inc., Milford, Conn., the first consideration the engineers had was the need for boiler efficiency in the 95%+ range, and because of the low operating temperatures, the systems had to be condensing. Next, there was a concern about

air pollution, so the boilers had to have lower than 10 ppm NO_x emission rate, which Skoldberg says was met easily.

Skoldberg added that the school wanted a system that would give them some inherent redundancy and standby protection. So rather than choosing a five million Btu/h input boiler, engineers chose multiple boiler plants for which the capacity and size of the Rheos+ boilers was a perfect fit.

According to Dave Warzecha, on site project manager for P & D Mechanical, three of the boiler plants are equipped with three 1.6 million Btu/h input Rheos+ boilers and the fourth has three 2 million Btu/h units. The boilers are controlled by a building automation system. The BAS fires the boilers as need for both heating and domestic hot water. Indoor/outdoor temperature resets are used for heating, and they maintain constant water discharge temperature when needed for domestic hot water production.

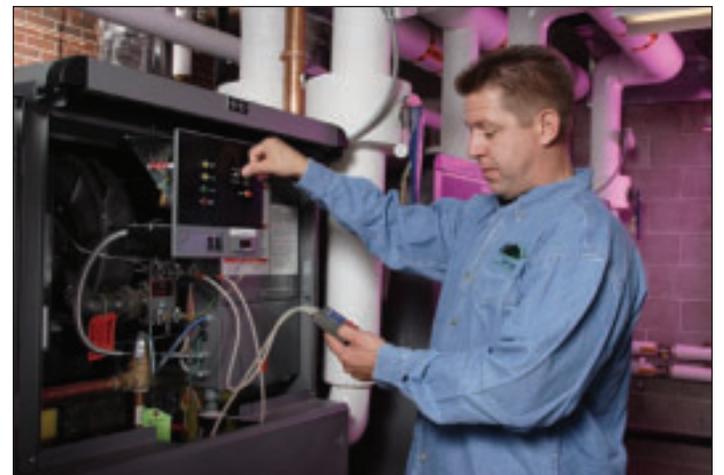
To dispose of potentially harmful acidic condensate from the condensing boilers, each boiler is fitted with a neutralizer kit from Laars. The condensate is run through a marble chip bath that neutralizes it from an acidic pH range of from 5.2 to 5.6 and then disposes of it down a typical sanitary drain.

"The boilers' ability to maintain discharge temperatures ranging from domestic hot water, to peak heating requirements provided the best demand-to-output capacity match at the most efficient energy level," added Warzecha.

It's winter now in the UConn and the students living in the Hilltop Apartments are enjoying the benefits of their newly retrofitted heating and hot water systems. At last, there's plentiful heat in the UConn. ■



P&D Mechanical, Inc., Colchester, Conn. replaced the heating/hot water systems in Hilltop Apartments' 12 student housing units at the University of Connecticut, all during the summer when students weren't in residence.



Dave Warzecha, on-site project manager for P&D Mechanical, uses a manometer to check boiler gas pressure differential to verify that the combustion gas-to-air ratio is correct.



Tod Hebert, Northeast regional sales manager for Laars uses a combustion analyzer to assure optimal combustion (the device measures CO₂, CO and flue temperature, among other functions).



LAARS NEOTHERM[®] HYDRONIC BOILER

AN ECO-FRIENDLY SMALL PACKAGE



High in efficiency and low in emissions, the new NeoTherm[®] condensing boiler from Laars Heating Systems is a fully packaged, space-saving hydronic solution.

NeoTherm is a direct vent, sealed combustion, condensing boiler boasting 95% efficiency that modulates with a 5 to 1 turndown. Zero clearance to combustibles tolerance, and the convenient top connections (horizontal or vertical direct vent) make NeoTherm perfect for tight installations.

Featuring an ASME stainless steel heat exchanger, integrated boiler pump and low NOx emissions, NeoTherm's easy to use, and easy on the environment. Built standard with the new LAARS Integrated Control SystemSM means the ignition control, temperature control and high limit are contained in one user-friendly device.

The modulating PID control has outdoor reset, indirect water heater priority and frost protection. It works with building automation systems and with other controls to become part of a multiple boiler sequencing control.

When you put it all together, NeoTherm is everything a modern boiler should be... easy-to-use, easy on the environment, powerful and compact.

NEOTHERM FEATURES

- Natural or propane gas, factory-mounted options
- 4 Residential sizes (80,000 to 210,000 BTU)
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- Connections on top of unit
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2008 SUPPLIERS' FAVORITE FIELD REPORTS

Plumbing contractors make noise about quiet disposers

Plumbers all over the country are energized about selling the InSinkErator® Evolution PRO Series™ line of disposers and these professionals aren't shy about explaining why.

"They are a revolution in disposers," says Donald "Mike" Schmitz, a plumber in Waukesha, Wis. As owner of the Cox Plumbing Co., since 1972, Schmitz has installed his fair share of disposers. But never before, he said, have disposers been so well received since the Evolution PRO Series was introduced.

After inventing the food waste disposer in 1927 and building more than 100 million over the past 80 years, InSinkErator put everything it learned into a line of disposers that sets new industry standards for performance. The line includes five models, ranging from the Evolution PRO Excel® to the Evolution PRO Compact™, engineered to deliver performance and benefits that meet the needs of every consumer.

"My customers have told me that they can't believe how quiet they operate," Schmitz said. "They love it. The quietness is the biggest selling factor for my customers."

Historically it has been difficult to hold a conversation at a normal level with the disposer running. As a result, the

grind food faster and finer, without clogs

or jams. The two-stage MultiGrind™ technology quickly grinds food waste significantly better than any previous disposer. The MultiGrind Plus™ technology featured on the Evolution PRO offers a third grind stage that allows consumers to grind difficult food waste — except shark skin — and includes a jam sensing technology that virtually eliminates jams.

Ultimately, foods like celery, potato peels, rib bones and corn cobs — that consumers used to throw in the trash — can now be put in the disposer.

According to Schmitz, the improved technology makes the PRO Series an easy sell. "I tell my customers it's like going from a Model T to a new 2008 car," Schmitz added.

And Schmitz has no problems encouraging fellow plumbers to promote the latest line of InSinkErator disposers. He has had a working relationship with InSinkErator for more than 35 years and said the company stands behind its units and makes them easy to sell.

"We've never had any issues with warranties or replacement parts," Schmitz said. "I would tell another plumber that the number one reason they should sell the InSinkErator Evolution PRO Series is because they are great trouble-free units that install easily. It's that simple."

By participating in the InSinkErator Pro Circle™ program, qualified plumbers can reap a greater share of installation and service business. Among the numerous benefits Pro Circle plumbers enjoy is the free Extended Service Plan (ESP) which offers increased warranty coverage on select InSinkErator products. The ESP can be a competitive business advantage resulting in more profits for the professional plumber's business. For more information, visit www.insinkerator.com. ■



Mike Schmitz



InSinkErator invented the disposer in 1927 and has put all 81 years' expertise into designing the Evolution PRO to be the quietest disposer on the market at 60% quieter than comparable standard models.

"I tell my customers it's like going from a Model T to a new 2008 car"

Evolution PRO Series was equipped with SoundSeal®, a combination of advanced sound insulation and anti-vibration components that reduce noise levels by at least 40% compared to standard disposers. The Evolution PRO Excel model adds extra sound-blocking insulation to reduce noise levels by 60%.

Schmitz adds that another bonus to selling the series is that these disposers withstand grinding almost anything. That is because the PRO Series was enhanced with innovative new technologies that

Your wholesaler can be your best business partner

(Continued from page 18.)

to offer the lowest stupid price that an unreliable, no-service, no-inventory, turkey of a wholesaler offers in the market. From the contractor side, it might be penny-wise/pound-foolish to get the lowest price from a wholesaler

I also tell wholesalers to find and work with contractors who are good business people.

who does not perform. Remember, if it costs more to get the job done right it might be worth it...as I think about it, I just had a contractor tell me just that when I asked why his price for a job was a little higher than one of his

semi-pro, moon-lighting competitors.

The second part of the wholesaler strategy is to be selective in choosing which contractors they will pursue. As with every profession and type of business, there are some contractors out there who are no darn good. I tell wholesalers that these turkeys hurt their profits and their relationship with the good contractors. I am sure you compete with some of these duds who create problems for their contractor competitors, their wholesaler suppliers and to their customers. They also give your profession a black eye. Some wholesalers spend a lot of time and energy chasing deadbeats and I tell them to focus their energies on the good contractors. The truth is

that most wholesalers can make more money by getting rid of some their bad customers or by getting those customers to straighten up.

I also tell wholesalers to find and work with contractors who are good business people. Over the long term, many contractors who get into trouble weren't tending to their business. Even some really great technicians can get into trouble if they don't manage their business. (Many good wholesalers are frustrated when they offer business-oriented training to their trade customers and very few attend. Take advantage of these opportunities to learn more about the business of contracting.)

As I said, the simple strategy of wholesaling isn't simple to implement. When you find a wholesaler who is doing all these things it can be the basis for a solid, long-term, win/win business relationship. The con-

tractor has a wholesaler partner who allows him to stay focused on the activities that make contractors successful: Selling jobs, completing jobs on schedule and, of course, collecting for the job. I always appreciate feedback and questions at rich@go-spi.com. ■

Rich Schmitt is president of Schmitt Consulting Group Inc., a management consulting firm focused on improving the profitability of distribution and manufacturing clients.
www.go-scg.com

Rich is also the co-owner of Schmitt ProfitTools Inc. (SPI), a business producing print, CD-ROM, Web and palm-based catalogs as well as pricing management and analysis software for wholesalers.
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Residential design and materials revitalize today's commercial restrooms

BY KRIS ALDERSON,
contributing writer

The days of the old-fashioned, tired-looking public restrooms are steadily falling by the wayside, making way for restrooms that feel more like home.

Today's commercial restroom designs are gravitating toward an appealing clean and contemporary look inspired by popular residential design trends. That means the chipping tile walls and dated laminate countertops in commercial restrooms are being replaced by high-quality materials like resilient granite and other natural looking stone, and sleek



Commercial restroom designs are gravitating toward an appealing contemporary look.

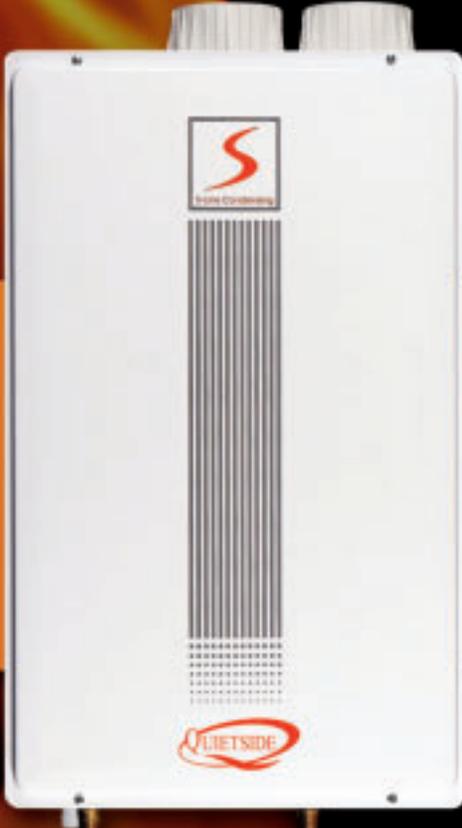
stainless steel.

And it appears this shift toward resi-

dential design may have more staying power than your average design trend,

based on the durability of the materials and several other related factors. First, there's a growing consumer preference for attractive, spa-like bathrooms in their own homes. Our society has also developed a greater awareness of and disdain for germs in public places, which raises the standard for well-designed lavatory systems with touchless features. Furthermore, there are a variety of new technologies now available that are designed to enhance overall restroom performance and user satisfaction.

Commercial retail restrooms are one case in point. Women, most retailers' primary target, who make or influence 95 percent of all purchase decisions, can be easily influenced themselves by the design of a store's restroom. Conveniently located restrooms that are clean and well-designed can make the difference between just leaving the (Turn to Commercial... page 86.)



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The S line heat exchangers allow the unit to operate at above 90% efficiency, easily surpassing the minimum standard for IRS tax rebates and allowing the use of PVC venting materials due to the extremely low flue gas temperature. A self diagnostic microprocessor control controls unit operation to provide a stable delivered water temperature, the easy to use keypad control allows the user to select from a large temperature range to exactly match their requirements.

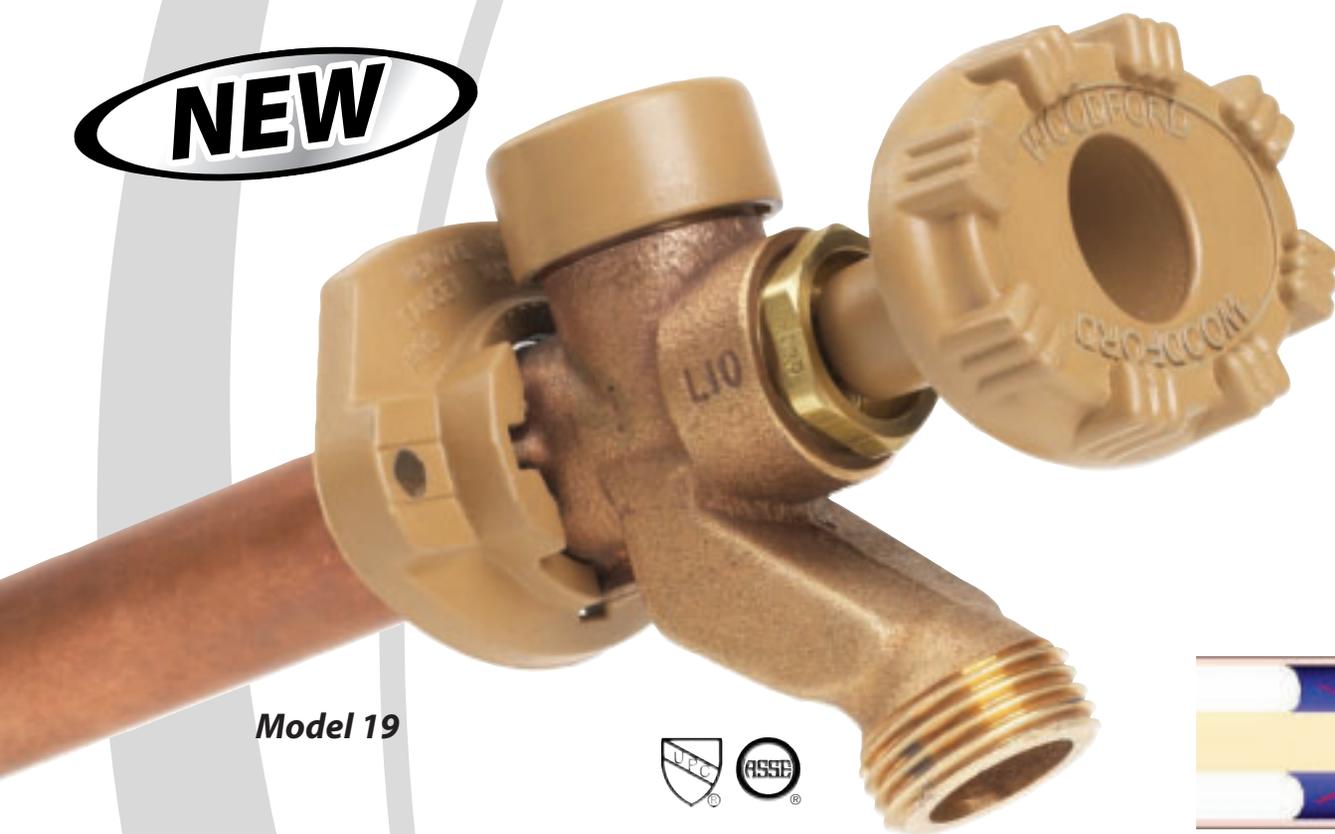
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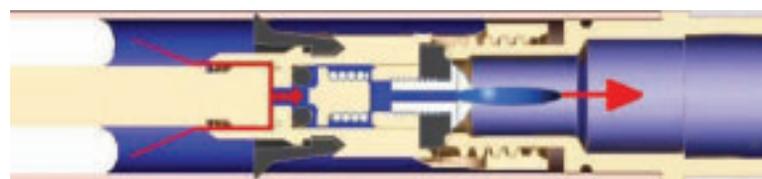


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Commercial restroom design

(Continued from page 84.)

store — perhaps never to return — and staying to shop awhile longer. As a result, restroom product manufacturers are responding with an array of new plumbing fixtures and accessories to help contractors, architects and designers translate a store's design into the washroom spaces.

Attaining both durability and aesthetic appeal in commercial restroom design is no longer an oxymoron. More decorative plumbing fixtures are now being used more than ever in commercial applications. In fact, one manufacturer has created an entire new category of products under the "high-end decorative commercial" plumbing umbrella. The good news is that these new offerings are cost-effective, have a longer lifecycle than

china lavs and similar old-fashioned commercial restroom standbys, and can help achieve green standards for restroom design.

Upscale materials enhance look and longevity

Just as stainless steel has replaced white, almond and avocado appliances in kitchens, it's becoming the material of choice in commercial interiors and restrooms. The popularity of stainless steel appliances in the home makes stainless an appealing material for public restrooms because it suggests high-quality and serves as a cool contrast to other colors and tones in the restroom. While stainless steel has been used for some time as a durable finish for dispensers and other accessories,

designers are now using stainless to make a true design statement.

Toilet partitions, for instance, which were once low on the restroom priority list, can now transform the look of a commercial restroom. The luster of stainless steel with a brushed pattern can transform the look of toilet partitions as well as the overall look of a restroom. The bonus is that the surface cannot be easily scratched or damaged, and does not require painting, which is ideal for high-traffic washrooms.

Other upscale design accents for toilet partitions will be increasingly made available, such as genuine granite pilasters and partition panels combined with stainless steel doors that exude luxury. A number of granite and alternative material options will be available that can be offset by the softer feel of stainless

steel with brushed, textured and leather-grain finishes. These textures make the stainless more forgiving, and eliminate the need for frequent polishing to remove fingerprints.

Similarly, outdated single user china lavs have given way to beautiful solid surface lavatory systems and lavatory decks in commercial restrooms. Lavatory systems are not only more cost-effective to install and maintain, they also help keep water and soap from dripping onto the floor due to their unique designs. Plus, solid surface materials can be easily repaired if chipped. A wide range of color choices are available, such as organic shades with larger chips of aggregate that create a more natural look, without the need for regular sealing.

As recycling and green building has (Turn to Enhanced... page 88.)

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Enhanced designs

(Continued from page 86.)

become a way of life in our industry, recycled solid surface materials for lavs are now available. Look for eco-friendly, bio-based resin with pre-consumer recycled fillers and other natural materials that are as durable as they are environmentally conscious.

Customizing design for the application

Inspired by the popularity of vessel sinks designed for residential applications, contemporary-looking solid surface vessel sink lavatory units are now making their debut into commercial restrooms. Vessel sink systems create a unique public, yet personal, space that is also easily accessible.

These fixtures are known for design

flexibility and can be customized in terms of color, height of each vessel sink and several other design elements such as deck- or wall-mounted faucets. These systems can accommodate vessel sinks in different heights to provide a standard-height sink and lower ADA-compliant sink all in one pre-assembled unit. Custom finishes may include a choice of edge treatments on the lavatory deck, and

an extensive color palette to create a complementary look between the lav deck and vessel sinks.

A complete system with both the lavatory deck and vessels made of a durable solid surface material provides commercial restrooms the most longevity. Another advantage of a solid surface system is its seamless, smooth design, which makes for easy cleaning and has no nooks or crannies for germs and bacteria build-up.

Speaking of germs, commercial restrooms brought touchless faucets into vogue years ago, but now the newer commercial fixtures are mimicking residential faucet trends. Wall-mounted faucets are one way to update the look, as is mounting faucets through a mirror.

Hands-free technology has also advanced to the next level with new capacitive sensing technology, which eliminates the sensor windows on



This three-station vessel sink lavatory unit offers the elegant style of a residential bathroom.

faucets that can be punctured or cracked. These new faucets are known for their attractive curves, but are also highly vandal resistant. The spout of a capacitive sensing faucet serves as an omni-directional sensor that is set off by any angle of approach. The pay off: Users are less frustrated, and maintenance has fewer headaches.

There are a number of ways to adapt residential design concepts to commercial restrooms, whether it's the overall design, fixture selection or the vase of flowers placed on the countertop. Plumbing manufacturers are offering more products than ever before to help contractors, designers and architects bring this trend to a variety of facilities with great success. Not only are these products aesthetically pleasing and easier to keep clean, the higher quality finishes and more durable fixtures translate to lower operating costs over the project's lifecycle and beyond. ■

Kris Alderson is a senior marketing manager for Bradley Corp. of Menomonee Falls, Wis., a USGBC member and manufacturer of locker room products, plumbing fixtures, washroom accessories, partitions and emergency fixtures. For more information, call 800/BRADLEY or visit www.bradleycorp.com.

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Phc News presents the Top Products of 2008. The products were chosen based on lead generation and editor's picks.



Ascent macerating toilet

The Ascent macerating toilet system allows you the freedom to install a bathroom easily where gravity drain lines do not exist without breaking floors. Perfect for remodeling or home additions, the system features an attractive elongated ADA comfort toilet with a macerating pump that pumps the waste to an existing gravity sewer line in the building. The pump can perform to vertical heads of 15' and runs of up to 150' horizontally. **Liberty Pumps.**

Circle 125 on Reader Reply Card

Dual-flush, high efficiency toilet

Operated by a user-friendly, two-button actuator integrated into the top of the Persuade toilet's tank lid, user can flush either 1.6 gallons or 0.8 gallons. The latter flush option, if used routinely to remove light or liquid waste, could save a household of four between 2,000 and 5,000 gallons of water per year versus standard models. **Kohler.**

Circle 126 on Reader Reply Card



Toilet/bidet

This patent-pending all-ceramic toilet and bidet washes front and rear with blow dry features, eliminating toilet paper. With the optional front entry seating, wheelchair users no longer have to pivot 180° to mount, meaning less reliance on caregivers; also helps caregivers aid outsized patents. Restores confidence, dignity and independence, and helps the aging remain independent. 12" rough-in. IAPMO code approval pending. **AquaCleana.**

Circle 127 on Reader Reply Card



Space conditioning system

Tranquility high temperature water-to-water heat pumps with Earth Pure (HFC-410A) zero ozone depletion refrigerant are available in sizes 8, 10 and 12kW in 50Hz voltages and size 10kW for 60Hz voltages (capacities at ground loop heat pump conditions) with ground loop efficiencies (COP) 25% higher than current units on the market. Rated for water loop heat pump, ground loop heat pump and ground water heat pump applications. Scroll compressors can generate leaving water temperatures of up to 145°F (63°C) even at ground loop minimum temperatures. **ClimateMaster.**

Circle 128 on Reader Reply Card

Instant hot water dispensers

The Series 2200 coincide with recent kitchen design trends, and the new product line consists of two traditional high-end faucet models, Country and Victorian. The Country model fits well with farmhouse style kitchens. It features a C spout with a decorative high arc and an overall country-inspired look. The Victorian model features a unique L spout and is appropriate for any vintage-inspired kitchen or an eclectic and modern design mix. **InSinkErator.**

Circle 129 on Reader Reply Card



Logan Square suite toilets

Toilets are available in 10- and 12-inch rough-in configurations with elongated bowls in either regular or ErgoHeight models. There also will be an insulated tank to minimize condensation where ground water is especially cold. All Logan Square vitreous china items are accessible in white or biscuit color options. **Gerber.**

Circle 130 on Reader Reply Card



Concealed tank and carrier

System gives a bathroom an entirely new dimension by mounting the toilet on the wall instead of the floor —



allowing the freedom to create an individual style with installation flexibility. The system conceals the functional components behind the wall while retaining reliability, performance and easy maintenance features. **Geberit North America.**

Circle 131 on Reader Reply Card

Pressure flush

Flushmate pressure assist technology for extreme water savings is a



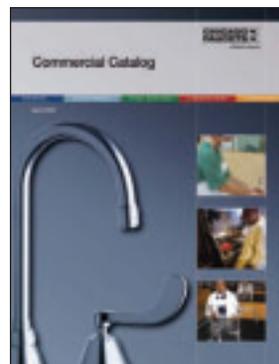
leading flushing system for performance and conservation. ULF model uses less than 1.6 gpf and the HET model uses 1.0 gpf. For the average family of four the HET model can save more than 4,000 gallons of annually. Superior flush action offers one-flush performance. Backed by a 10-year warranty. **Flushmate, a division of Sloan Valve Co.**

Circle 132 on Reader Reply Card

Redesigns commercial catalog

New comprehensive catalog features the company's extensive line of commercial products. Products presented in the 128-page catalog are displayed in six major categories: manual, electronic, food service, laboratory, components and repair parts. **Chicago Faucets.**

Circle 133 on Reader Reply Card



Walk-in tubs

Available in durable high-gloss acrylic, walk-in baths feature a patented low-entry walk-in door for easy access and a contoured chair-height seat with deep soaking dimensions for a luxurious, worry-free soak. Built-in grab bars and textured tub floors contribute to stability, while the optional Quick Drain removes water up to eight times faster than normal drains. **American Standard.**

Circle 134 on Reader Reply Card

Commercial curved shower rod

Create a larger shower without any construction costs. Curved commercial shower rod (model 9530) increas-



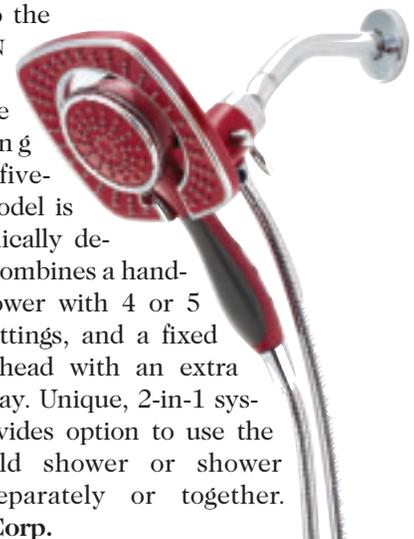
es arm space in a standard 60-inch shower stall. The curved shower rod is constructed of one-piece drawn tubing in a heavy-gauge stainless steel set on swivel brackets. All exposed surfaces are finished in architectural satin. A bright polished finish is optional. Installed properly, the curtain rod can withstand a load of 50 lbs. without damage. **Bradley Corp.**

Circle 135 on Reader Reply Card

Enhanced shower system

New square and oval models and a new "Mustang Red" color have been added to the IN2ITION lineup. The Mustang Red five-spray model is ergonomically designed; combines a hand-held shower with 4 or 5 spray settings, and a fixed shower head with an extra wide spray. Unique, 2-in-1 system provides option to use the hand-held shower or shower head separately or together. **Alsons Corp.**

Circle 136 on Reader Reply Card





Our newest dual drinking fountain features a standard, durable antimicrobial coating on the actuator button, bubbler head, waste strainer and trap to protect those components against mold and mildew buildup. And, the 1117L utilizes heavy-duty 14 gauge stainless steel throughout, as well as a unique height-selectable mounting system for maximum installation flexibility! Last but not least, it's trapped outside of the wall for superior ease of maintenance. See the complete line of quality Haws drinking fountains at www.hawsc.com/A6 or call (888) 640-4297.



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Circle 71 on Reader Reply Card



Water conscious technology

Finding ways to conserve water within the home, specifically the bathroom, has become a worthy cause among many homeowners and plumbing professionals alike — especially since the flushing of toilets, running of faucets and showers and filling of bathtubs are everyday actions that, if altered, can have a big effect on the environment as well as a consumer's monthly water bill. As a leading manufacturer of toilet tank components for more than 50 years, company continues to pioneer innovative toilet repair and replacement products that are not only designed properly to meet customer expectations, but also offer a range of quality solutions that are reliable and water conscious. **Fluidmaster.**

Circle 137 on Reader Reply Card

Indirect water heaters

All connections are on top. The smooth wall stainless coil will collect less lime and sediment, and deliver full output for years. The brass drain and relief valves are factory installed, and a Honeywell L4006 is included. Quality design and construction: All stainless tank and coil, a flexible thermoplastic jacket and R-12 insulation add up to quality second to none. Available in 30, 40, 50, 60, 80 and 115 gallons; 60-, 80- and 115-gallon units are available with double coils for solar and other applications. **Heat-Flo Inc.**

Circle 138 on Reader Reply Card

Condensing high efficiency gas boiler

The Ultra, features PhD technology (Precision Hydronic Data) — an intelligent system that delivers precision hydronic heating and hot water needs while maximizing efficiency by measuring and responding to the data parameters of a heating system. Available in five sizes, the Ultra features a 92.8% AFUE. Boilers have a low-temp seasonal efficiency rating of 98% and exceed the toughest air quality standards for low NOx emissions. **Weil-McLain.**

Circle 139 on Reader Reply Card



Toilet seat installation system

Toilet seats in public and commercial restrooms inevitably come loose, requiring costly maintenance. But now, Bemis Manufacturing, a leading producer of toilet seats, has a patent-pending system that eliminates the problem. The Bemis STA-TITE® Commercial Fastening System™ overcomes all the factors that cause loose seats. Plus, the system's simple, easy-to-handle parts cut installation time by 33%. A shear nut and other unique features create higher clamping forces — so the seat stays tight. The STA-TITE® Commercial Fastening System™ cuts installation time and eliminates callbacks for retightening. **Bemis Manufacturing.**



Circle 140 on Reader Reply Card

On-demand water heaters

The ODW series of tankless water heaters has four models ranging from 99,000 to 199,000 Btu/hr. Utilizing dual S line heat exchangers, this unit has energy factors above 0.9, qualifying for IRS tax rebates. The dual heat exchangers also reduce flue gas temperature below 140°F, allowing the use of Schedule 40 PVC for the venting material. **Quietside.**

Circle 141 on Reader Reply Card



Top Down 80 indirect

The newest addition to the successful Top Down BoilerMate Series, the 80-gallon TD-80 meets the demands of larger homes requiring more hot water at less cost. All connections are top-mounted for fast installation and easy servicing of the removable heat exchanger, while the unique plastic lining is impervious to harsh water conditions. **Amtrol.**

Circle 142 on Reader Reply Card



Hot water circulator

Just Right® is a low-cost hot water circulating device that is the right choice for green homeowners who want to save water and energy without sacrificing hot water convenience. Unlike heat pumps

which require electricity, Just Right is a non-mechanical circulating requiring no electricity and extending the life of a water heater. The patented unit uses convection to keep hot water rising and cold water falling within the plumbing loop. Just Right eliminates the customary wait for hot water at the tap, saving the average household 7,000 to 14,000 gal of water per year. **NIBCO Inc.**

Circle 143 on Reader Reply Card

Heating & domestic hot water boiler

The Baxi Luna HT 380 is a combination heating and domestic hot water boiler that produces 3.9 gpm of DHW at $\Delta T 80^\circ F$. The fully modulating, condensing boiler has a modulating range from 112,601 Btu/hr at high fire down to 32,804 Btu/hr, and can achieve thermal efficiency up to 98% (AFUE 92.5%) for low temps. Ideal for in-floor radiant, hydronic air handler, baseboard radiator and snowmelt, boiler emits 90% less CO and 80% less NO_x than conventional heating products. **Marathon Intl.**

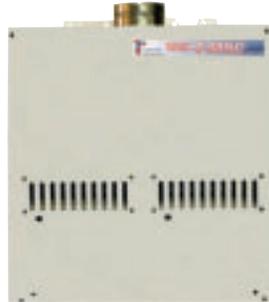
Circle 144 on Reader Reply Card



Tankless water heater

Unlike any of its predecessors, the TM50 uses two heavy duty heat exchangers to produce up to 380,000 Btu/h making it one of the most powerful tankless water heaters. The dual system ensures that if one unit breaks down, the other will continue operating without any interruption, thus avoiding emergency situations. The new exchangers also utilize the most technically advanced copper available making the unit much more resilient against erosion and leaks. **Takagi.**

Circle 145 on Reader Reply Card



Wall-mount suspended platform

QUICK STAND suspended equipment platform includes four new wall mount solutions and six existing ceiling mount solutions for supporting water heaters, fan coil units, remote chillers and water source heat pumps. Water-tight, galvanized steel platforms eliminate the need for an additional drain pan. Strong 4-corner attachment points accept contractor's standard 3/8" or 1/2" all-thread rods for ceiling mount or manufacturer's included wall mount kit for concrete or wood/metal stud walls. **Hubbard Enterprises/HOLDRITE.**

Circle 146 on Reader Reply Card

High Performance Series water heaters

The High Performance Series offers incredibly high Btu/hr inputs of 78,000 Btu/hr for the GX2-25S and 80,000 Btu/hr for the GX1-55S. A specially engineered helical fin flue maximizes surface area and heat exchange capabilities so that the high heat inputs can be efficiently transferred to the water. The unique flue design helps achieve thermal efficiency ratings of 82%, and the fins help to reduce heat loss during standby periods by minimizing air movement through the flue. **Bradford White.**

Circle 147 on Reader Reply Card



NSF approved tankless water heaters

The original 084 series are now upgraded to 0931 series, which now yield at 9.3 gallon per minute at 45°F temperature rise with a minimum Btu/h of just 11,000 and a slight increase in maximum Btu to accommodate the larger flow. New stainless-steel shell casings better accommodate the commercial environment and give a unique and aesthetic presence. The new generation commercial grade tankless water heaters are equipped with dual flame burners and larger and thicker heater exchangers. **Noritz America Corp.**

Circle 148 on Reader Reply Card



Tankless Water Heater **Condensing** Technology



The Bosch GWH C 800 ES modulating/condensing tankless water heater runs at 92% thermal efficiency and is a low NOx emitter. Extracting more heat from fuel saves your customers money on their energy bills, and the ability to cascade means it can produce all the hot water they need, even in a large residence or small business.

An additional benefit of condensing is a cooler flue gas, so the GWH C 800 ES can vent with PVC. Concentric venting is available, with a single pipe carrying both the intake and exhaust. With only one penetration to the outside, the GWH C 800 ES offers a cleaner and simpler installation.



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Circle 72 on Reader Reply Card



MPC commercial boiler

The MPC has been engineered with the 3-pass sectional cast iron design, centralized 4-inch supply and control manifold, and return water mixing tube (RWMT), to a totally new jacket and a unique, integrated boiler control system. Efficiencies range from 88.4 to 90.0% combustion efficiency on oil, and 85.8 to 86.3% on gas. 3-Pass combustion airflow through the block maximizes heat transfer contributing to higher efficiencies and substantial fuel savings over single-pass boilers. **Burnham Hydronics.**

Circle 149 on Reader Reply Card

KNIGHT XL commercial boiler

With 94.6% thermal efficiency, low NOx emissions and a fully modulating burner with 5:1 turndown, this new boiler is the ideal “green choice” for today’s environmentally focused market. Available in five models with 399,000, 500,000, 600,000, 700,000 and 800,000 Btu/hr inputs, the KNIGHT XL promises and delivers incredible ease of installation and maintenance. **Lochinvar.**

Circle 150 on Reader Reply Card

High efficiency condensing oil boiler

The Peerless Pinnacle condensing oil boiler is a direct vent, sealed combustion boiler and is 93%+ efficient, earning it the ENERGY STAR rating. The boiler is equipped with a Beckett AFG burner fueled with standard commercial grade #2 fuel oil and operates at two firing rates with inputs of 70,000 and 84,000 Btu/hr respectively. The ASME-rated heat exchanger is constructed with high alloy stainless steel that assures the boiler’s durability and protects it from corrosion. **Peerless Boilers.**

Circle 151 on Reader Reply Card



Passive solar water heating systems

As fuel costs climb and interest in green continues to rise, solar solution now offers solar water heating systems under the Solaraide brand. Combining a storage tank with one or two collector panels, these “passive” systems operate without pumps or controllers, relying instead on the natural process of convection — also called indirect thermosiphoning — to circulate the heat-transfer fluid. The fluid, a propylene glycol solution, circulates through 35 multi-flow risers in the solar collector, soaking up the sun’s energy. Typically installed on a rooftop, the collector is coated with a black polyester powder coat paint to maximize heat absorption. **Rheem Water Heating.**



Circle 152 on Reader Reply Card

ProTankless water heaters

The GWH 715 ES have a flow rate up to 9.2 gpm with 82% thermal efficiency. The first condensing model GWH C 800 ES offers flow rates of up to 10 gpm, 92% efficiency and the most advance features in tankless technology, yet only requires an input of 199,000 Btu/hr. Available in natural gas or liquid propane and have an outdoor installation option, low NOx burner emissions and solid copper heat exchangers. **Bosch Water Heating.**



Circle 153 on Reader Reply Card

Category – Heating

The Acadia combined heating and cooling system can be installed by standard HVAC contractors and offers



dealers an alternative to costly geothermal installations or fossil fuel systems. The air-source heat pump is designed to maintain comfort, reliability and efficiency at temperatures as low as -30°F (-34°C) without supplemental heat assistance. **Hallowell International.**

Circle 154 on Reader Reply Card

‘Condensing 98’ tankless water heater

“Condensing 98” tankless water heaters feature exceptional 98% efficiencies. These “Eco-Navi” models offer significant energy savings, reduces over 420 lbs. of CO₂ per year per unit, use PVC venting up to 100 feet and offer superior performance over the standard mid-efficiency tankless units on the market today. Unique mini-tank/pump combination gives hot water quicker and saves water. **Navien.**

Circle 155 on Reader Reply Card



Solar panel/tank water heating system

The indirect domestic hot water storage tank with one or two heat exchanger(s), paired with the company’s solar flat plate collector panel(s), build a very economical and reliable solar domestic hot water (DHW) system for commercial and residential applications, including space heating and swimming pools. The solar closed loop system includes collector panel(s) and mounting hardware, a storage tank with heat exchanger(s), a pump station with expansion tank and various temperature/pressure gauges, pressure relief and check valves and a controller unit with corresponding sensors. **Stiebel Eltron.**

Circle 156 on Reader Reply Card



Vitodens 100 Condensing boiler

The Vitodens 100 condensing boiler adds a unique Comfort Saver Series option to this manufacturer’s line. Uses same proven Inox-Radial heat exchanger design as on the Premium Series Vitodens 200 boilers. Designed and built of SA240 316 Ti stainless steel to ASME Section iv and CSA B51; provides consistently high condensing performance and reliability over lifetime of the boiler. **Viessmann Mfg.**

Circle 157 on Reader Reply Card



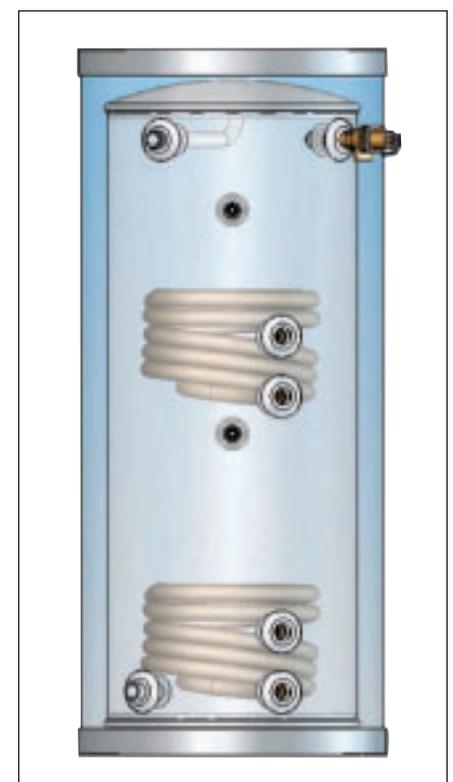
Condensing wall-mounted boiler

A manufacturer of high efficiency stainless steel heating equipment, company announced the availability of the all-new Prestige Excellence. The Prestige Excellence is a condensing wall-mounted boiler with a built in “tank-in-tank” indirect fired water heater. The first of its kind, this 95% AFUE boiler incorporates a 15-gallon indirect fired water heater in the cabinet that is capable of producing over 180 gph of domestic hot water. The Prestige Excellence features a uniquely designed stainless steel heat exchanger and is fully modulating between 30,000 and 110,000 Btu/hr. **Triangle Tube/Phase III.**

Circle 158 on Reader Reply Card

Solar water heaters

Ideal for all solar thermal applications, the SUPERSTOR SOLAR features a storage tank constructed of 316L stainless



steel. Carrying a lifetime warranty, the tank can tolerate high temperatures while offering superior resistance to corrosion. Heater will store hot water from one or more solar collectors while also providing either electric or boiler backup for when the available solar power cannot meet hot water demand. **Heat Transfer Products.**

Circle 159 on Reader Reply Card

CALEFFI SOLAR

AC / DC



AC powered solar pump station

- 120 VAC 3 speed solar pump.
- Two shutoff ball valves.
- Two built-in gravity flow check valves.
- Fill and purge plus safety valves.
- Temperature and pressure gages.
- Flow meter with sight gauge and flow adjustment up to 5 gpm.
- Air trap with built-in air release valve.
- Connection fitting in sweat & NPT.



DC powered solar pump station, all the same features as above including:

- 12 to 24 volt DC ECM solar pump.
- Current draw of 0.13 - 2.1 Amps.
- 12 feet of pump head with flows up to 5 gpm.
- Perfect for PV powered off-grid applications.
- Use with iSolar Plus 12 or 24V DC controllers.
- Insulated foam clam shell cover with mounting for all iSolar controllers.



iSolar™ Differential Temperature controllers with V-Bus

- LCD user friendly graphic display.
- Adjustable delta T function.
- Variable pump speed control.
- Collector overheat protection.
- Storage tank cooling.
- kWh energy measurement.
- 5 different 120V AC models, plus drain back.
- 2 models DC / AC in 12V or 24V.



iSolar™ Datalogger

- V-Bus connection to all iSolar controllers.
- integrated web interface for internet browsers.
- Export function to spreadsheet programs.
- Optional data downloading to SD card.
- 5 V DC powered with AC transformer.
- Cat 5 network connection.

Differential Temperature Controllers and Solar Pump Stations

www.caleffi.us

The iSolar series is a multi-functional temperature differential controller, which can be used for a wide variety of applications and has inputs for up to four sensors, plus a connection for add-on remote monitoring and data logging modules. Up to nine selectable arrangements are defined for control of standard solar water heating systems, with a second relay (in some models) which can be used to charge a second storage tank, protect the system from overheating, or use another source to heat the storage tank. All iSolar controllers feature a large Liquid Crystal Display (LCD) with easy-to-use icons to operate and customize a solar water heating system.

- Pump speed control (in some models) to reduce pump energy usage when not required.
- Five different models including drain back plus DC voltage for PV powered off-grid applications.
- Built-in energy meter to record energy production of solar water heating.

Contact your local distributor for more information.

Caleffi North America Inc. - Milwaukee, WI - Tel 414.238.2360 - sales@caleffi.com

CALEFFI SOLUTIONS MADE IN ITALY

CALEFFI
Hydronic Solutions



Load 'N Go tool box

The "Load 'N Go" features rugged tongue-and-groove construction for superior strength and resistance to moisture. Four compartments store and organize tools and accessories. Two easy-access compartments on top are ideal for small parts and fittings. A removable tray with an integrated handle is useful for storing and carrying larger tools. Full interlocking hinges and padlock eyes provide for security and safety, and large latches ensure tight closure. Clean-Fit, a division of The Mill-Rose Co.

Circle 160 on Reader Reply Card

Open mesh abrasive cloth

VISI-GRIT waterproof, open-mesh abrasive cloth is a bright fluorescent yellow color to find quickly when you need it.



Cleans metal or plastic pipe or fittings and most hard surfaces. Resists clogging and can be used wet or dry. Double-sided; can be rinsed with water and reused. Tough 180-grit aluminum oxide particle abrasive. Utility.

Circle 161 on Reader Reply Card

PRO PAC 'open top' tool bags

New "OT" (open-top) tool bag line complements existing line of "CT" (closed-top) bags. Feature two large-capacity



top-loading compartments to carry hand tools and larger items. Ultra-rugged PVC-impregnated, 1800 denier fabric riveted to a 3mm injection-molded polypropylene base in three sizes to accommodate a range of hand tools and gear. VETO PRO PAC, LLC.

Circle 162 on Reader Reply Card

Diamond saw

This diamond hole saw is specifically designed for cutting tile, stone and glass. The unique brazed diamond



edge reduces "grab" when cutting hard materials and extends the life of the blade. Requires less cutting pressure, reducing damage or cracking of expensive materials. A thinner wall thickness reduces airborne dust particles, removing less material and gets more battery life with cordless tools. LENOX.

Circle 163 on Reader Reply Card

Threaded rod cutter

The original 3/8" Threaded Rod Cutter (AB-3U) is designed to cut mild steel threaded rod cleanly and without burrs. Its unique die design



provides fast, clean cuts while protecting the threads from damage with easy to replace double-sided die blades, providing approximately 400-500 cuts per side. Lightweight (8 lbs.). Very user friendly, can be used at any job site and eliminates threaded rod cutting-related injuries. Also available in 1/2" model (AB-4U). MCC USA.

Circle 164 on Reader Reply Card

Save a back crane

Patented elbow crane allows large server machines to travel down aisles away from shelving. Doesn't block rear/side



doors. It is designed to fit around existing shelving templates. Installation hardware included. Fits Ford, Chevy, Sprinter, and Knapheide, left, right, or side door. Pick-up Equipment.

Circle 165 on Reader Reply Card

Cool Collar CCX

Unlike wet towels or cooling bandanas, this patented two-piece neck wrap provides a cool, refreshing safely

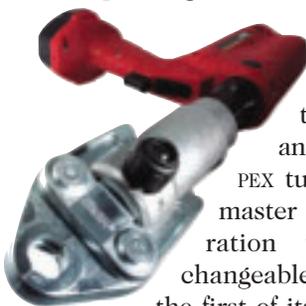


regulated temperature output of 57° F. — regardless of ambient temperature or humidity level. Lightweight and comfortable to wear during rigorous activity, this ergonomically-designed system provides relief from the heat — without batteries, wires or external plumbing. Recharges in ice water in 20 minutes and provides cooling for up to 1.5 hours. Black Ice LLC.

Circle 166 in Reader Reply Card

Handheld pressing tool

The M20+ and the P20+ professional-grade pressing machines are bringing increased productivity, time savings and ease of job execution to the skilled plumber and pipe tradesman. VIRAX M20+ is a compact pistol-grip



pressing machine the size of a cordless drill. Crimps 1/2" to 1" copper and 3/8" to 1" PEX tubing using a master jaw configuration with interchangeable inserts — the first of its kind in the United States — to accommodate various tube sizes. Allows for quick, easy changeout without the need to carry multiple jaws. Reduces the tools' overall weight, which, at just over 10 pounds, is already the lightest in its class. Also boasts a four-second cycle time. Stanley VIRAX.

Circle 167 on Reader Reply Card

ProPEX Auto rotation adapter

This adapter automatically turns the expander head on each expansion of the tubing when making ProPEX con-



nections, eliminating the need for manual rotation. Especially effective in tight spaces where manually turning the tubing or the tool is difficult. Measuring only 1.9" in length and diameter, the ProPEX Auto Rotation Adapter expands proprietary PEX tubing in five sizes from 3/8" to 1" and fits onto all ProPEX Expander Tools (manual, air and battery), except for the new ProPEX 200 model. Uponor Inc.

Circle 168 on Reader Reply Card



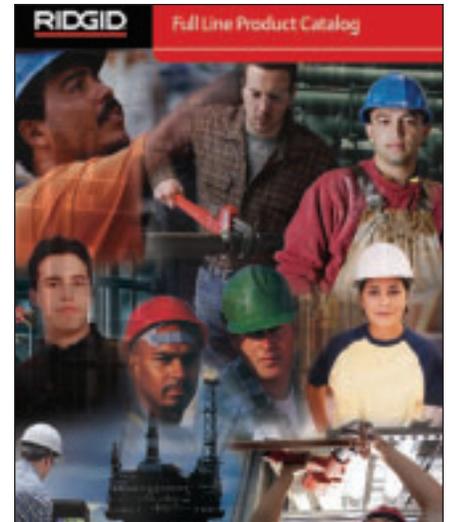
Copper tubing cutter

With a 12V Lithium-ion battery and ultra efficient gearing, the 2471-22 performs over 200 cuts on a single charge. A close quarter rotating head cuts installed copper tubing with as little as 1 1/2" of clearance. At 500 RPM, the mechanism cuts copper tubing up to 10X faster than conventional cutters and automatically adjusts diameter to cut through 3/8" – 1". Inline design offers greater reach and reduced wrist strain. The metal cutting head is corrosion and rust resistant, sealed for protection from water. Milwaukee Tools.

Circle 169 on Reader Reply Card

Full line product catalog

Catalog features new products, expanded product info, product selection

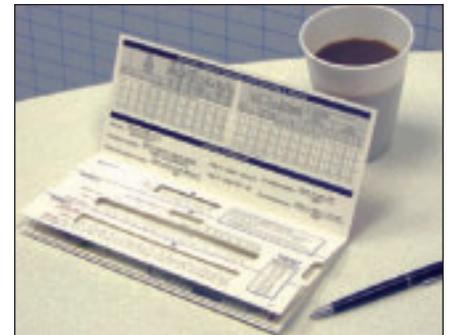


charts and helpful tool tips. A visual product index is provided to enhance navigation of the catalog. RIDGID.

Circle 170 on Reader Reply Card

Circulator replacement sizing slide chart

An updated, complementary slide chart for commercial circulator sys-



tem design and pump selection now includes the new high efficiency MAGNA variable speed circulator. Easy to use; allows users to design heating/cooling systems and select pumps for replacement opportunities. Grundfos.

Circle 171 on Reader Reply Card

Webstone
Company, Inc.



PRO-CONNECT
VALVES

**CONNECTIONS
MADE SIMPLE**

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One Appian Way
Worcester, MA (01610)

Tel: (800) 225-9529

Fax: (800) 336-5133



PUSH

SIMPLE "NO GLUE -NO SOLDER" PUSH-ON CONNECTIONS.
INCLUDES EASY REMOVAL TOOL. USE PRO-CONNECT
PUSH FOR ALL PEX, COPPER, AND CPVC PIPING SYSTEMS.

UNIVERSAL

TURN ANY 1/2" - 2" WEBSTONE VALVE INTO A
"PRO-CONNECT UNIVERSAL" CONNECTION FOR
PRESS, CRIMP, PUSH OR SOLDER INSTALLATIONS.

Circle 74 on Reader Reply Card



Speedfit push-in plumbing fittings

Fittings feature the added security of patented Twist and Lock technology. Fittings require no tools — no sweating or crimping devices to make leak-free, reliable pipe connections. Speedfit Fittings provide faster installation time, even in confined spaces. They are reusable many times over without compromising the integrity of the connection. Speedfit Fittings are available in 1/2", 3/8" and 1" CTS sizes in a variety of configurations. **John Guest.**

Circle 172 on Reader Reply Card

Forged brass PEX fittings

Forged brass PEX fittings come in a range of shapes and sizes and are manufactured to ASTM Standard F1807. Line includes elbows, tees, couplings, plugs, adapters and copper crimp rings that conform to ASTM Standard F1807 when used in connection with PEX tubing manufactured to ASTM Standard F876/877 for cross-linked polyethylene tubing. **Matco-Norca.**

Circle 173 on Reader Reply Card

Push-Fit ball valves

Insta-Loc Push-Fit ball valves, the first single piece, full port ball valves connect to any combination of copper, CPVC or PEX. The patent-pending Insta-Loc ball valves can be installed in about one-third the time it takes to install a sweat valve; elimination of costly materials. There is no need to purchase, stock and haul solder, flux and propane. **Legend Valve.**

Circle 174 on Reader Reply Card

Alumicor PEX tubing

Alumicor PEX-AL-PEX tubing offers benefits of cross-linked polyethylene tubing, plus it holds its shape when bent. Bends easily and stays in place thanks to a layer of aluminum sandwiched between two layers of PEX. The aluminum layer also improves heat transfer and acts as an oxygen barrier, protecting boiler and all other non-ferrous system components from corrosion. **Zurn Industries.**

Circle 175 on Reader Reply Card

SILENT sump and sewage check valves

Designed to eliminate the typical hammering noise created by a check valve after a pump cycles. The unique nested dual flapper design and injection mold-



ed ABS body make check valves extremely durable and reliable. All valves are 100% pressure tested and certified as leak-proof. Made in USA. **A.Y. McDonald.**

Circle 176 on Reader Reply Card

Anti-scale system

OneFlow is a scale control technology designed to protect complete plumbing systems or individual components from the negative effects of water hardness. OneFlow uses environmentally friendly "green" technology requiring virtually no maintenance, no backwashing, no salt and no electricity. Available in cartridge and tank style housings for commercial apps on both cold and hot water lines. OneFlow systems are available in many connection sizes to meet flow rates from 0.5 to 450 gpm (1.9 to 1703 lpm) or more. **Watts.**

Circle 177 on Reader Reply Card

CPVC manifold

FlowGuard MultiPort CPVC manifold provides maximum installation flexibility as it adapts to either CPVC or



PEX piping and allows for any number of ports during installation or for future additions. Manifold will be available in 1", 1 1/4", 1 1/2" and 2" sizes and can be installed horizontally or vertically. **Lubrizol.**

Circle 178 on Reader Reply Card

Strong Arm support system

Pictured above: Strong Arm with Lock Block system is designed to solve problems and shortcomings with securing stub outs. Many contractors



are familiar with damaged stub outs caused primarily by sheet rock installation. Strong Arm with Lock Block system works with any type of CTS stub out; it lets the installer determine where the stub out should be and prevents the stub out from moving. Strong Arm with Metal Bend Supports is specifically designed for stubbing out of the wall with PEX. This is a rigid system with a metal bend support that swivels 360 degrees and will not crack. **Sioux Chief.**

Circle 179 on Reader Reply Card

ProPress fittings

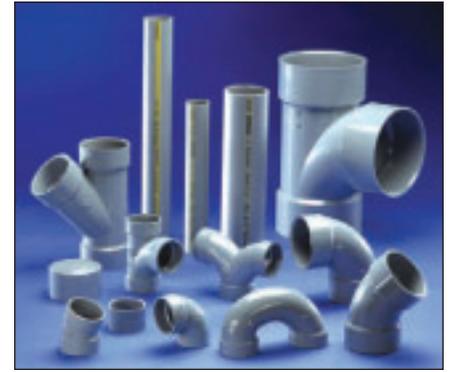
Copper and bronze ProPress fittings in a wide variety of configurations are offered in sizes from 1/2" to 4". Proven as fast, flameless and reliable, the copper tube joining system is the most approved system available. ProPress potable water and ProPressG natural gas fittings offer the unique Smart Connect Feature. Color marked, with green for ProPress potable water and yellow spots for ProPressG, fittings allow installer to quickly identify unpressed fittings. **Viega.**

Circle 180 on Reader Reply Card

Pre-assembled package system

The new simplex 912 24"×24" pre-assembled package system contains a 41 gallon capacity, exceeding that of a traditional 18'×30' package system. The 360° molded handle acts as a secondary anti-flotation device. Flat areas allow for additional field installed inlets and cover connections are threaded for vent and discharge piping. Available with pump Model 211 and cast iron construction Models 264 or 266. **Zoeller Pump Co.**

Circle 181 on Reader Reply Card



CPVC chemical waste drainage system

ChemDrain System now includes 8" pipe and fittings and a variety of drains. The new 8" fitting items include 1/4 bends, 1/8th bends, 1/16th bends, sanitary tees, wyes, combination wyes, reducing wyes, couplings, bushings and cleanout adapters. Floor drains in a number of sizes and configurations also have been added. Offers a safe, durable and economical alternative for the disposal of a wide range of chemicals in institutional, academic and commercial laboratories. CPVC (chlorinated polyvinyl chloride) piping systems are ideal for chemical waste systems because of its high temperature rating and excellent resistance to a broad range of chemicals, including acids, bases, caustics, salts, aliphatic solutions and other common reagents. **Charlotte Pipe and Foundry.**

Circle 182 on Reader Reply Card

ClearFlow dielectric waterway fittings

ClearFlow dielectric fittings have been used in commercial and industrial applications that require corrosion protection. Protects plumbing systems through its steel-to-plastic design that establishes an effective dielectric waterway. Thermoplastic-lined steel construction reduces the local galvanic cell corrosion between dissimilar metals in a waterway. Metal-to-metal joint maintains electrical continuity, eliminating stray current corrosion. **Elster Perfection.**

Circle 183 on Reader Reply Card

Stop basement flooding

Prevent basement flooding and messy floors with Flood-Guard. Available for 2", 3" and 4" floor drains, the Flood-Guard operates like a check valve to seal off water back-up caused by overloaded sewers. Water flows normally through the drain until the sewer begins to back up. Then the Flood-Guard float rises to seal off the drain opening until the water recedes. **General Pipe Cleaners, a division of General Wire Spring.**

Circle 184 on Reader Reply Card

GOES FROM
COPPER
TO PEX TO COPPER



**FASTER THAN
A SPECIFYING ENGINEER.**

● **QUICK-CHANGE
INSERTS**



THE M20+ CORDLESS
PRESSING TOOL FOR
1/2" TO 1" COPPER TUBING

The Stanley® VIRAX® M20+ cordless pressing tool has quick-change inserts that let you go from copper to PEX with ease. It also has 180° head rotation, a four-second cycle time, the lightest weight in its class and an ironclad, full lifetime warranty. It's enough to restore your faith in engineers. At least, tool engineers. For a free on-site demo and complete warranty details, call +1 800-827-7558 or visit www.stanleyvirax.com.

SERIOUS PLUMBING TOOLS™





Isolator uni-flange ball valve

For residential and commercial use with water and oil; forged brass body and flange provide strength and versatility. Resists electrolysis. Features a solid hard chrome-plated brass ball with reinforced Teflon seats and a blowout-proof stem sealed with Teflon (PTFE), actuated by a vinyl-coated stamped steel handle. Mounting nuts and bolts and an additional wing-style "T" handle included with each valve. **Webstone Co., Inc.**

Circle 185 on Reader Reply Card

Sillcock with connection features

This 1/2" Sillcock with PEX and Wirsbo connections features 1/4 turn and a stainless lever handle with a vinyl cover. Has a packing nut and features a rough chrome finish. Oversized flange has two screw holes. Enhances line of 1/2" & 3/4" sweat and female IPS Sillcocks. **Raven Products.**

Circle 186 on Reader Reply Card

All weather cement

WET/DRY is a fast set, low V.O.C., medium bodied solvent weld cement for all weather conditions. Works as a repair cement on wet or dry pipe and requires no primer prior to assembly. Its bonding strength allows immediate pressure testing. Suitable for use and storage in temperatures well below 0° F. For all classes of PVC pressure pipe and fittings through 3" and PVC non-pressure solvent weld pipe and fittings through 6". **WHITLAM/PLUMB-PRO Division of J.C. Whitlam Mfg. Co.**

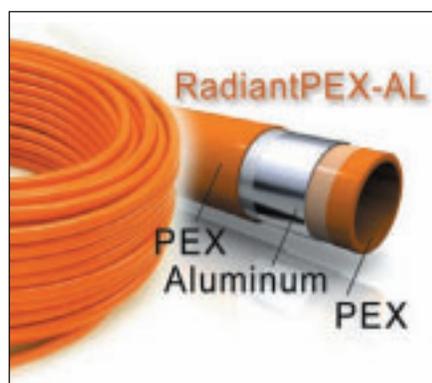
Circle 187 on Reader Reply Card



RadiantPEX-AL

RadiantPEX-AL multi-layer pipe consists of an inner and outer layer of high temperature-resistant polyethylene with an aluminum core that prevents oxygen and gases from permeating into the pipe, making it a non-corrosive pipe. RadiantPEX-AL holds its shape and is flexible enough to bend around obstacles without the use of fittings. **Watts Radiant.**

Circle 188 on Reader Reply Card



System 2000

System 2000 achieved the "highest reduction in fuel use" in the Brookhaven National Laboratory study, "The Performance of Integrated Hydronic Systems." The study concludes: System 2000 has the highest efficiency of all heat and hot water systems tested and outperforms the 95% AFUE gas boiler tested. **Energy Kinetics.**

Circle 189 on Reader Reply Card



Solar heat exchanger

The Regusol X station with heat exchanger for solar energy includes



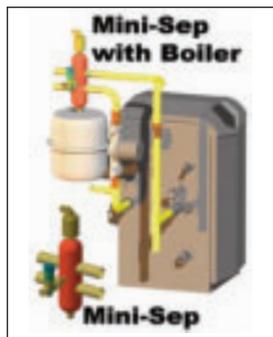
an integrated 3-way valve and control for loading two independent storage tanks for dual use applications, or high temperature boosting for multiple tanks or for larger storage vessels. **Oventrop Corp.**

Circle 190 on Reader Reply Card

Hydraulic separator

The Mini-Sep economical small hydraulic separator allows fast completion of primary/secondary piping for many different boilers. It has an air vent and convenient fill valve; includes interchangeable caps which may be switched to allow piping from either side. **Precision Hydronics Products.**

Circle 191 on Reader Reply Card



Pipe installation

The 260 Insulation Saddle System (260 ISS) a revolutionary product for



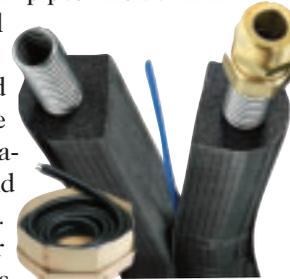
installing insulation. Used for copper and steel pipe systems, the 260 ISS dramatically saves time and money by eliminating the wood block and shield as well as costly hanger adjustments. This new system proves ideal for use with chilled and hot water systems ranging in temperature from 40° F to 200° F. **Anvil International.**

Circle 192 on Reader Reply Card

Flexible stainless steel insulated piping

SolarFlex, with pre-insulated flow and return pipes for solar hot water heating systems, connects solar collectors to the storage tank and pump station quickly and easier. Has two flexible stainless steel pipes inside EPDM closed-cell insulation. An integrated sensor cable saves installation time and reduces cost. No torch or special tools needed. Packaged in a 50-foot continuous coil and offers a complete range of accessories for a smooth, secure, leak-free installation. Meets the highest requirements for modern solar heating systems and optimizes thermal efficiency of the entire system. **Caleffi.**

Circle 193 on Reader Reply Card



ZoneSav Controller

Technologic 5500 ZoneSav Controller optimizes zone/bridge flow and distribution loop ΔT without sacrificing humidity control and comfort. Allows "decoupling" zones thermally as well as hydraulically from the chilled or hot water distribution systems. For use with chilled water or heating water distribution systems; suitable for either 2- or 3-way control valve applications. With a true tertiary zone valve, de-coupling bridge, tertiary zone pump and a ZoneSav valve controller, solves several shortcomings of large distribution systems that have grown beyond their original designs. **Bell & Gossett, a brand of ITT.**

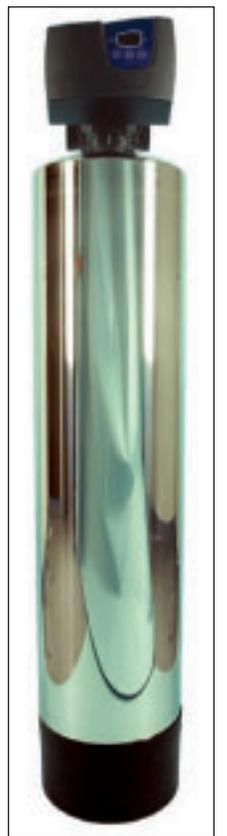
Circle 194 on Reader Reply Card



Water filtration

The HousePure whole house water filtration system filters water for the entire home, making it safe to drink, bathe in and better for laundry and dishes — without the use of salt or caustic chemicals. Offers a green/eco-friendly solution to whole house water filtration. Showrooms: Whole house water filtration is one of the hottest products for upscale housing. **Water Inc.**

Circle 195 on Reader Reply Card



Air separators

Bronze 4900 Series air separators residential product line has been expanded with sweat versions, including 3/4", 1", 1 1/4" and 1 1/2" models. Designed for complete elimination of air from closed loop heating and cooling systems. They accomplish this through the use of patented PALL rings — a method of removing gases from water. **Taco.**

Circle 196 on Reader Reply Card



Contractor job site reference

Contains 192 of most requested submittal drawings, giving contractors access to installation info. The reference is laid out in catalog and figure number order for easy reference. Product section begins on right-hand-facing page so one can find the submittal. **Jay R. Smith Mfg. Co.**

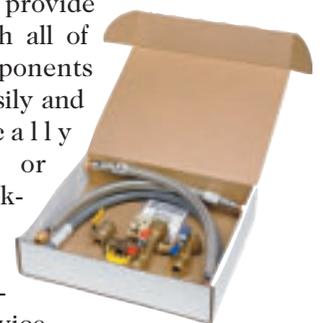
Circle 197 on Reader Reply Card



Tankless and gas connector kits

These kits provide installers with all of the components needed to easily and economically install gas or electric tankless water heaters. Each kit consists of service valves designed specifically for tankless water heaters, and a high Btu gas connector (for gas applications) and two water connectors. **Dormont.**

Circle 198 on Reader Reply Card



Ascent™

No Drain Lines? No Problem!

The new Ascent™ from Liberty Pumps gives you the freedom to put a bathroom where you want it!

- No need to break floors or concrete
- Powerful macerator efficiently handles waste
- Pumps up to 15' vertically and/or 150' away from a soil stack
- 115 volt operation
- Attractive white system with matching white pipe connectors
- Shipped complete with rear flush toilet and elongated bowl
- Designed to accept additional fixtures
- Optional extension pipe allows for mounting behind wall

For bathroom additions in basements, garages or other areas where gravity drain lines are not practical.



Liberty Pumps®

800-543-2550

www.libertypumps.com

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Circle 76 on Reader Reply Card





ProPress butterfly valves

Three new butterfly valves have been added to the ProPress product line. The new valves are semi-lug bodies with EPDM liners, stainless steel disc and stem, with a 10-position handle; available in 2½", 3" and 4" sizes. The valve addition compliments the existing 550 bronze and copper ProPress fittings offered in the line. Compatible with ProPress adapter flanges used in copper joining systems for heating and potable water applications. **Viega.**

Circle 200 on Reader Reply Card

Aqus greywater system

Aqus greywater system reclaims greywater from bathroom drains and reuses it in toilets, saving thousands of gallons of water annually; contributes to LEED point certification.

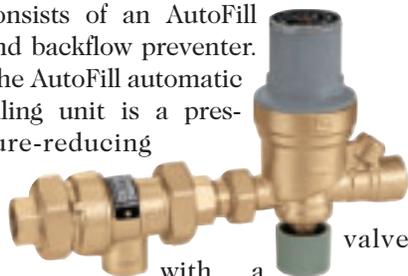


System funnels water that flows down lavatory sinks and routes it through a sanitizing device that disinfects and filters the water. The water then goes through a storage reservoir under the sink. When a toilet that is connected to the system flushes, water is pumped from the reservoir to the flush tank. **Sloan Valve Co.**

Circle 201 on Reader Reply Card

Automatic filling valve

The preassembled AutoFill combo consists of an AutoFill and backflow preventer. The AutoFill automatic filling unit is a pressure-reducing



valve with a compensating seat, an inlet filter, a shut-off valve and a check valve that maintains a stable pressure in the system at a preset value. Protects drinking water systems from the return caused by backsiphonage of contaminated fluids. **Caleffi.**

Circle 202 on Reader Reply Card

★ Phc News product of the month ★



Wet rotor circulators now for domestic hot water

Line of 3-Speed NRF wet rotor circulators has been expanded for domestic hot water and closed-loop heating systems. The new model NRF-25 and NBF-25 circulators are equipped with 3-speed motors, which allow the pumps to cover a wide range of hydraulic capabilities. The complete line of 3-Speed NRF circulators all include: Three-speed switch, providing more performance flexibility; multiple hydraulic settings which allow one NRF or NBF pump to replace several competitors pumps, resulting in lower inventory levels; high starting torque; DuraGlide Bearing System; heat resistant and non-metallic closed impeller design; and self-cleaning particle shield. **Bell & Gossett.**

Circle 199 on Reader Reply Card



Shield commercial water heater

A brochure is now available for the new SHIELD commercial water heater, designed for long-lasting lifecycle efficiency. With 96 percent thermal efficiency, inputs up to 500,000 Btu/hr and storage up to 125 gallons, SHIELD has everything it takes to provide the ultimate green operation — without efficiency loss due to lime scale. **Lochinvar Corp.**

Circle 203 on Reader Reply Card

Advanced zone control line

Three new residential zone controls are loaded with features that assure easy, trouble-free operation of zoned hydronic heating systems. Models include single, three and four expand-



able to six zone configurations. The controls offer high resolution LED display for system status and zone function. They offer priority and freeze protection options, provide multi-panel linking, a 2-wire with one 3-wire thermostat capability, automatic reset PTC fuse on 24 VAC, system, a high capacity 25VA rated transformer, multiple knockouts and separate terminals for cold start or tankless coil boilers. **Grundfos.**

Circle 204 on Reader Reply Card



Solar collector panel

New 30-tube solar collector panel delivers up to 39,000 Btu per panel per day, depending on available sunlight. Engineered to maximize energy efficiency even at high ΔT temperatures, making them ideal for colder regions or applications demanding higher outlet temperatures. Each assembly consists of 30 twin-glass, evacuated tubes to absorb solar energy for heating water. Shipped with a ready-to-assemble 439 stainless-steel frame for easy rooftop mounting. Easy to install; the technician builds the collector one tube at a time by inserting them into the frame. Each assembled 30-tube collector weighs approximately 209 lbs. **Heat Transfer Products.**

Circle 205 on Reader Reply Card

3-inch Universal Flapper

With an increasing number of high efficiency toilet requirements being put in place, toilet manufacturers, such as Kohler®, Toto®, American Standard, Gerber®, Eljer and Mansfield®, are incorporating 3" flapper-style flush valves when designing functional and efficient toilets, providing a quick and more powerful flush. **Fluidmaster.**

Circle 206 on Reader Reply Card

Commercial CPVC plumbing pipe line

HydroKing Commercial is a line of IPS SDR 11 CPVC hot and cold water plumbing pipe engineered specifically



for multi-story commercial water systems in both new construction and retrofits. Offers a cost-effective alternative to metal water systems and is easily installed using Schedule 80 CPVC fittings with solvent-welded joining techniques. Iron pipe sizes to SDR 11 dimensions (2½", 3", and 4") in strict accordance with ASTM F442, specifications. **Harvel Plastics, Inc.**

Circle 207 on Reader Reply Card

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SHOWER/TUB SOLUTION

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Storage solutions

New selection of heavy-duty truck boxes and racks enhances line of more than 60 aluminum boxes and of fully adjustable steel and aluminum racks for jobsite vehicles. Available in March 2009, line will be licensed by Thule, a world leader in durable, innovative vehicle carrying solutions to offer professional contractors and tradesmen increased durability, strength and security while transporting tools, equipment and materials to and from the job site. **DeWalt**.

Circle 209 on Reader Reply Card

Pipe thawing machine

Thaws frozen pipes fast. Thaws lengths of copper or steel pipe up to



75 ft. depending on O.D. of the pipe. Faster than a torch and safer than a welder, thaws pipes by safe, low-voltage, high amperage power. Two models available: UES 190D & 200D. Standard equipment includes 115 V power pack, Two 25 ft. heavy-duty cables with pipe clamps, and a circuit breaker to protect against overloads. **Electric Eel Mfg. Co., Inc.**

Circle 210 on Reader Reply Card

PRO-FIT replacement pumps

Company has been supplying replacement parts for Armstrong and B&G pumps since 2002 under its PRO-FIT® name. Now the PRO-FIT

replace-ment parts program provides parts for larger size pumps – specifically the A size B&G 60 Series and the Armstrong H60 Series. PRO-FIT replacement parts program includes five maintenance-free bearing assemblies for the bronze and cast iron pump versions. The replacement PRO-FIT bearing assemblies include a quiet running, permanently sealed ball bearing cartridge assembly with a stainless steel shaft. Additional replacement parts include bearing covers, motors, coupler kits, seals, replacement cartridge kits and body gaskets. **Taco**.

Circle 211 on Reader Reply Card



★ Phc News product of the month ★

Rainwater harvesting technology

Simple to install, operate and maintain; convenient in the sense that it provides water at the point of consumption and operating costs are negligible. Water collected from the roof catchment is available for use in non-potable applications such as toilets and urinal flushing, laundries, mechanical systems, custodial uses, and for site irrigation. Since rainwater is collected using existing structures, i.e., the roof, rainwater harvesting has few negative environmental impacts compared to other water supply project technologies. **Jay R. Smith Mfg. Co.**

Circle 208 on Reader Reply Card



EP heating manifold

Engineered Plastic (EP) heating manifold for radiant applications is comprised of thermoplastic, high-performance, advanced materials; this new manifold resists corrosion, pitting, scaling, elevated chlorine levels and ultraviolet light and is suitable for use under conditions of high impact, heat and moisture for an extremely durable, cost-effective radiant product solution. **Uponor**.

Circle 212 on Reader Reply Card

Trench drains

In addition to its already vast line of trench drains, the Pro-Plus series offers the marketplace a new genera-



tion of trench drains manufactured from glass-fiber reinforced polyester (GRP), a material that has revolutionized many industries including helicopter rotor blades and bodywork for automobiles, yachts and aircrafts. Utilizing the GRP material results in a trench drain that is extremely rigid with minimal longitudinal expansion, yet is lightweight and easy to handle. Available in three widths, with or without slope and with a variety of grates including the innovative Starfix grate securing system. **Mea-Josam, a division of Josam Company**.

Circle 213 on Reader Reply Card



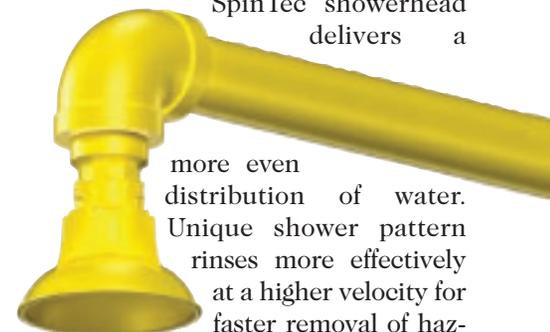
Water leak detection system

The new Gen-Ear LET™ is a simplified, more economical water leak locator with stronger sound amplification than other systems. The compact amplifier fits easily in the palm of the hand, provides noise-free amplification with built-in preset audio filters, no guessing on settings. High performance headphones with noise cancellation block out surrounding ambient noise. **General Pipe Cleaners**.

Circle 214 on Reader Reply Card

Drench shower design

The new SpinTec drench shower provides a superior washdown in a short amount of time. The innovative SpinTec showerhead delivers a



more even distribution of water. Unique shower pattern rinses more effectively at a higher velocity for faster removal of hazardous contaminants.

Meets all ANSI and EU standards for emergency drench equipment. Built-in flow control cuts water use by more than half. **Bradley Corp.**

Circle 215 on Reader Reply Card

PHCC Pro Series line of AC pumps

Energy efficient ST Series of AC sump pumps has been launched as part of its growing PHCC Pro Series brand. Two models (ST1003 and ST1050) feature PHCC Pro Series dual float switch. Two floats are mounted in a protective cage; should one float fail to operate, the second float automatically activates the pump. The cage prevents debris or other wires from interfering with movement of the floats. The standard dual float controller activates the pump when water lifts the float switch. Once the float returns to its original position, the pump runs for an additional 10 seconds to completely empty the sump pit. **Glentronics, Inc.**

Circle 216 on Reader Reply Card

Boiler? Oh, I finished that hours ago.



Nothing's easier to install than an Excelsior. Designed with plug 'n play wiring and a piping tree, the state of the art **3-pass oil-fired** Excelsior boiler takes that hassle out of installation. It's **easy to service** too, with a flexible oil line, dual hinge swing door, wide flue ways for easy cleaning, site glass for flame observation and a sampling port for combustion readings. The **compact** low mass design makes the Excelsior the **green choice**, offering AFUEs as high as 86.5% and low standby losses. So you can put it in quickly and put it out of your mind.

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Circle 78 on Reader Reply Card



Tubs on a budget

Called MTI Basics, this special product line combines the brand's quality and craftsmanship with a streamlined ordering process that allows customers to receive their new tubs quickly and at very affordable prices. 14 models include popular shapes, sizes and applications, from a simple soaker tub to a fully-adjustable whirlpool with six point-massage jets. All are available in white and ship within 48 hours of ordering by means of a simplified ordering process, at a price appreciated by those on a tight budget. **MTI Whirlpools.**

Circle 218 on Reader Reply Card

Preferred fragrances

Manufacturer of Air Care systems introduces contemporary designer fragrances for its key delivery platforms. All fragrances contain Microtrans® odor neutralizer, which eliminates malodors almost immediately upon contact with offensive odor molecules. Complement the TCell™ continuous odor control new fragrances: Vanilla Cream and Apple Cinnamon. **Technical Concepts.**

Circle 219 on Reader Reply Card

PVD brushed nickel faucets

Bayview faucet collection has been expanded to include a PVD (physical vapor deposition) brushed nickel finish which provides a durable, molecularly bonded luster on each fixture. PVD finishes are very durable and possess exceptional resistance to corrosion, tarnishing, and scratching. Collection includes single-handle kitchen faucets, kitchen pull-out faucets, lavatory faucets, tub and shower faucets, towel bars, towel rings, toilet paper holders, and robe hooks. Also available in a chrome finish. **Premier Faucet.**



Circle 220 on Reader Reply Card

Circle 220 on Reader Reply Card

★ Phc News product of the month ★



Water saving showerhead

Designed specifically for the multi-family market, this showerhead flows at a rate of 1.75 gallons per minute (GPM), offering a 30% water savings from the industry standard of 2.5 GPM. Not only is this savings significant in reducing water consumption, but it also reduces energy costs as less hot water is used. The use of CFG's new water saving showerheads can also contribute toward a building's eligibility for LEED (Leadership in Energy and environmental Design) certification in the water use reduction category. **Cleveland Faucet Group® (CFG), a Moen Incorporated brand.**

Circle 217 on Reader Reply Card



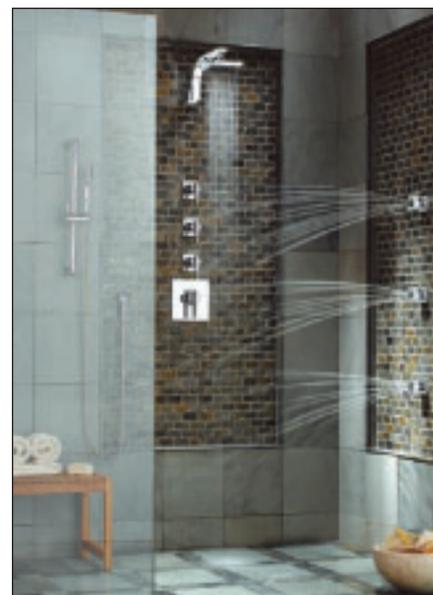
Contemporary plumbing design

The Quadra 25 and Techno 25 take contemporary design and product efficiency to the next level. Offering space saving options and reduced water flow, these new faucet lines qualify for use in LEED-compliant projects. A perfect complement to the company's existing Techno collection of faucets, custom shower components and bath accessories. **Cifial.**

Circle 221 on Reader Reply Card

3/4" thermostatic shower system

Features a high-flow 3/4" thermostatic valve and separate 3/4" ceramic disc volume controls. This system is capable of supporting up to four volume



control valves and six shower components. The 3/4" thermostatic valve was designed with leading thermostatic technology to supply a consistent, safe temperature range with optimal water flow to each showerhead, body spray or hand shower. **Danze.**

Circle 222 on Reader Reply Card



High efficiency dual flush toilet

Sydney Low Profile is ideal for installations that want to conserve water and require a shorter toilet (26 1/2" tall) due to space restrictions, such as under a counter or a grab bar in ADA installations. Two configurations of the toilet are WaterSense-approved. Fits into many commercial installations where standard height dual flush toilets don't fit. **Caroma.**

Circle 223 on Reader Reply Card

Bath waste & overflow CD

Formatted to provide all the product information in one easy-to-follow source. Simply choose from Literature Library, Image Library and PushControl BWO Installation Video selection to view the information. The Literature Library includes the Cable-Operated Bath Waste & Overflow Buyer's Guide May 2008, installation instructions, rough-in drawings and repair part drawings. The Literature Library enables you to obtain detailed information on bath waste and overflows. **Geberit.**

Circle 224 on Reader Reply Card

Push-on water stop

This high-performance push-on stop offers advanced design and ease of installation. Combines unique benefits of dual o-rings — Viton® and Nitrile — and a pre-inserted tub stiffener; gives plumbers an "installation-ready" stop for added convenience, long-lasting durability and enhanced customer satisfaction. No tools are needed to ensure a secure fit. Available in angle or straight configuration; compatible with PEX, copper and CPVC. **BrassCraft Manufacturing.**



Circle 225 on Reader Reply Card

Circle 225 on Reader Reply Card



IT'S EASY TO SEE WHY OUR MIXET[®] TUB SPOUTS ARE A COMPLETE TURN OFF.

Most tub diverter spouts have a simple lift gate that directs water to the showerhead. Problem is, higher water pressure can cause some water to keep flowing through the tub spout instead of the showerhead. That means wasted water and wasting energy to heat that water.

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and prevents any H₂O from flowing out the wrong way. These water pressure activated diverter spouts are available in both Quikspout[®] slip-on and iron pipe fit diverter applications. Look for them at leading wholesalers.

Turn on your customers with the tub spout that's a complete turn off.

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Ray Demirjian – John Guest USA

This month's installment of the Executive's Club is with Ray Demirjian, John Guest USA, Inc.

John Guest USA was incorporated in 1985 as a wholly owned subsidiary of John Guest International Limited, the parent company. John Guest International Ltd., based in England, has been designing, manufacturing and supplying high quality push-in fittings and related products throughout the world for over 40 years.

John Guest USA is responsible for all sales, marketing and distribution of John Guest products throughout North America, Central America, South America and the Caribbean. We are very well known in water treatment, beverage dispense and food service industries. In the early 1990s, the company worked out of a 7,500-sq.-ft. facility in northern New Jersey. In 1994, we hired our first outside salesman, Jeff Coody, who has

now become the national sales manager for our Plumbing Sales Division.

The business grew rapidly throughout the 1990s due to wide acceptance of our plastic push-in fittings over brass compression fittings. Over time, we introduced LLDPE tubing and polypropylene valves to complement our fittings.

In 2007, the company moved to its current 50,000-sq.-ft. facility in Fairfield, New Jersey. In that same year, John Guest gained IAPMO approval to the UPC and ASSE 1061 standards for our JG Speedfit fittings products and began introducing them to the Plumbing trade. JG gained ICC listing for these products in 2008.

Today, JG is a leading edge supplier of plastic push-fit fittings to the plumbing industry, as well as the water treatment, beverage and automotive industries.

What are some new & exciting

happenings at John Guest?

Demirjian: We are in the midst of a major leap forward in the technology of plumbing connections. We have introduced our full line of JG Speedfit products, featuring our plastic push-fit fittings with our twist and lock technology. They can be used with PEX, copper and CPVC pipes. Everything needed to make, lock and disengage a connection are built right into our fittings. No tools are needed. No torches, no wrenches, no crimp tools, no expansion tools, no flaring tools, no pipe threaders, nothing but your own two hands.

We are expanding our presence throughout the U.S. and Canada via a mix of direct sales, manufacturer's reps and distributors. We are also rolling out into Mexico, Central America and South America. It's very exciting!

What are some of your top selling products?

Demirjian: Currently, our top selling products remain our well known

JG John Guest tube size Push-in Fittings, typically 1/4" and 3/8" sizes, as well as our PPSV polypropylene shut-off valves (ball valves) and LLDPE tubing. However, we have successfully introduced our awesome new line of JG Speedfit Push-Fit Plumbing Fittings. These products have taken off nationally because of their ease-of-use, reusability and increased reliability over crimp systems, copper sweat fittings and glue-up connections.

What are/have been your initiatives for the company?

Demirjian: Primarily growing our presence in the plumbing industry. We have been well entrenched in the U.S. OEM market for 25+ years. Our parent company, John Guest Limited, has been a major force in the U.K. plumbing market for over 15 years, but we have only begun to approach the U.S. plumbing market within the past two years. That said, we are looking for good manufacturer's reps in certain U.S. areas and distributors in
(Turn to John Guest, page 115.)

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Circle 79 on Reader Reply Card

Doing Direct Solar Active Heating

(Continued from page 29.)
solar heat to a vertical collector during the cold season.

Most people want it all

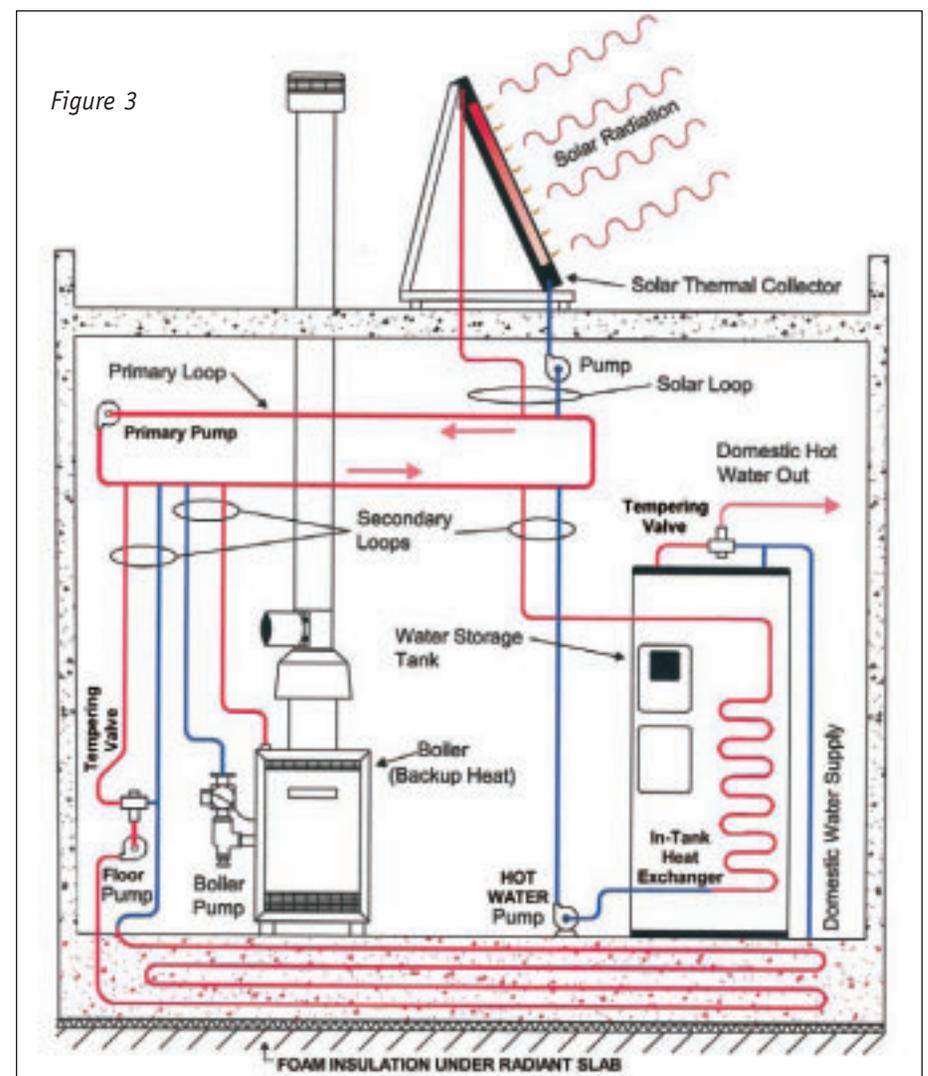
In recent years we have been seeing less demand for individual solar heated floors or single water heaters and began getting more demand for com-

It is really the controls that make Direct Solar floor heating possible. I have found that controlling the solar heat storage in the mass floors is easier and less expensive than installing big solar heat storage tanks nearly every time.

bination systems with an integrated backup system as well. In an attempt to simplify the installation and control of these combinations systems, I developed a standard plumbing approach seen in Figure 3. This approach was inspired by a class I attended in the mid 1990s, presented by Dan Holohan, who was teaching about primary/secondary piping.

Primary loop piping offers a comprehensive alternative to the "Spaghetti Diagrams" so prevalent in current solar manufacturer's installation literature today.

Most of the components for residential heating systems can be treated as modules and plugged together with two pipes. Modular design is already popular in Europe and manufacturers like PAW, Caleffi, Precision Hydronics, Watts Radiant, and others are offering more modular components in the U.S. market all the time. These modular designs, using flow separators, can be used in place of



primary/secondary site-built piping.

If the plumbing modules can plug in and out with two pipes, the controls can be designed to do the same thing. It is really the controls that make Direct Solar floor heating possible. I have found that controlling the solar heat storage in the mass floors is easier and less expensive than installing big solar heat storage tanks nearly every time. At my company, Cedar Mountain Solar, we build our own control systems that do this job. We use 2-stage room thermostats to allow the solar heat priority over boiler heat. And we use the primary loop system to send the solar heat to where ever it is needed most. The collector is tilted more toward vertical if little heat is needed in summer, and tilted back more if there is a big water heater load or a swimming pool.

In this way we can eliminate big solar water storage tanks in virtually any house that has well insulated hydronic heated mass floors. We have done hundreds of houses like this over the years and it seems like a natural for the hydronic heating industry as a whole to adopt this approach on a wider scale.

Regional conclusions may vary

Final collector to floor area ratios and collector tilts are very climate-dependent and also dictated by the number and type of heating loads attached to the solar heating system. ■

Bristol Stickney, partner and technical director at Cedar Mountain Solar Systems in Santa Fe, N.M., has been designing, manufacturing, engineering, repairing and installing solar hydronic heating systems for more than 30 years.

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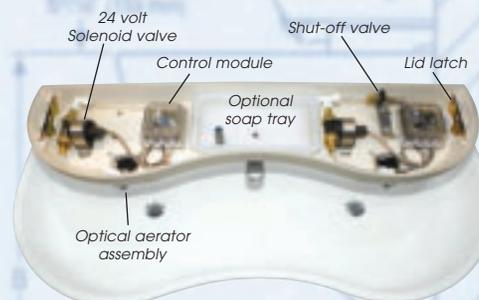
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THE WALL

Dan Holohan's Web site, HeatingHelp.com, features a message board called "The Wall" where hydronic heating professionals post questions and offer answers of all kinds regarding hydronic heating systems. Dan has kindly allowed Phc News to reprint some of the more interesting postings here each month. This section will surely whet your curiosity, so log on to the web site and click on "The Wall" for a treasure trove of useful and just plain interesting information.

Q: We replaced a boiler two years ago. Went to do some service work yesterday. We built the headers from black iron. Several of the fittings, both on the supply and return side, are severely rusted and pitted (on the outside). Looks like electrolysis damage I have seen before in other applications. The electric service is older and does not appear to be earth grounded. It is grounded to the incoming water supply. Any thoughts, ideas?

— Bill Campbell

A: I have seen a case where when the neutral wire was broken, people were getting low level shocks in the shower! Have you taken off the relief to look inside? Why not take a sample of the water and test it for pH. Keep it around until you know what the cause is — who knows what "Uncle Joe" might have put in the boiler to make it work better?

— Nicholas Bonham-Carter

Q: Why would cast eat through top of boiler? Combustion prob?

— heat 411

A: Two words: Internal corrosion. Usually caused by excessive amounts of make-up water due leaking vents, piping etc. I'd be willing to bet the boiler in questions has an automatic water feeder. Along that same lines, excessive chlorides in the water will do the same thing and accelerate the process.

— J.D.

Q: About three years ago I went to TRVs (Danfoss) on all the rads in my hot water system. All work flawlessly except on my very short under window rad in the dining room. It seems that when the head calls for the TRV to open (or maybe even to close, can't tell) the valve starts to stutter. I have replaced the head but the problem continues. Any ideas?

— Bernie R.

A: It sounds like your valve is installed backwards. The TRV should be installed on the supply side of the rad with the arrow on the valve body going towards the rad.

— B.B.

Q: I seem to recall a formula giving the method for figuring cost to operate a circulator. I'm looking to justify the 4x cost difference for a ECM pump and how long to recoup ROI. New construction seems like the best way to

go for these circs as cost can be rolled into a mortgage. I would like to replace my two circs in my own home, but I must admit, price was more than I expected.

— D.S.

A: The ideal and most efficient way to do this is one ECM pump and 2 zone valves instead of two pumps. This provides for the most energy savings but still quite pricey to do.

— Tim Smith

A: In the industrial world there are not too many fixed speed motors (non-ECM) left out there. We looking for precise digital/computer control and variable start / stop curves based on loads. Reliability is unbelievably GOOD. Manufacturers data does state that the smaller horsepower motors may not have the payback of the larger ones, though. Yes, go for the ECM circulator, energy is not going to get cheaper — EVER!!

— Paul B.

Q: What are the "best" anti scald valves for output on water heater? Anyone ever use electronic controlled valves?

— Jim

A: Personally, I like the Honeywell thermostatic mixing valves

— Norm Harvey

A: If you ask determinedly, you can get the wholesaler or mfg rep to produce the pressure drop chart or curve for the valves you are considering and compare them. A lot more restriction is in there than you might think.

— Bruce T.

Q: My wife and I purchased an older house with a natural gas boiler/radiant heat system. I was in the cellar a few days ago and the boiler and water pump kicked on. After a few minutes of the system running the pressure relief valve released approximately one half gallon of water. The valve is manufactured by Bell & Gossett and is in tandem with the pressure reducer valve. The reducer valve is first followed by the relief valve. These valves are the final valves before the water returns to the boiler. As far as I can tell the system is a closed system with a 30-gallon metal tank hung between the floor joist — not an expansion tank. Is the relief valve working properly? Any help will be appreciated.

— Brent Barriteau

A: Your B&G valve is called a dual valve. It is doing its job. What has

happened is your closed system has lost its air cushion from the tank in the ceiling. You need to shut off the valve leading to tank and drain it fully. It might be water logged and drain slow at first. When done, open the valve and it will equalize. I recommend replacing the old steel tank with a diaphragm type. It will hold the cushion of air in place.

— Big Ed

Q: A friend of mine has a detached garage where he works on his collectible motorcycles. He bought a ceiling hung propane radiant tube heater for his garage on E-bay and installed it himself. It runs but doesn't heat like it should. He called and asked me if it's supposed to have an orifice at the end of the tube to slow the flue gases from exiting too fast. I have no idea. I've seen them but never worked on them. Does anyone out in the collective knowledge of the Wall know anything about them.

— Wayco Wayne

A: Wayne, you should get a hold of the manual for the type of radiant tube he has. Make sure the correct orifice is in it for propane. Make sure the reflectors are with it that go over the top of the tube and then make sure gas pressure is correct. All mfrs are different. I used to install a fair amount of the Vantage tube heaters and we have worked on just about all units out there and still do. Pretty simple machines once you have the correct info. Could also be sooted up in tube; something to look for.

— Tim

A: Most of my experience is with Co-Ray-Vac. These tube heaters actually run in a vacuum and they have an adjustable orifice in one end to set the proper vacuum in inches. I really like these types because if (when) the tubes rust out and develop leaks they draw extra air into them rather than leak flue gas out into the conditioned space. As suggested above, get a manual for the type of heater he has (maybe available online?) and start checking settings. Clean reflectors are very important with a system like this, too. Even a light layer of dust from sitting around before or after installation will change the performance dramatically. If he's trying to run this type heater with out reflectors, faaa-get-a-boud-ittt!

— Rich L.

Q: Changed out a Weil McLain oil for a new Buderus GB142 and when we were through one zone (2nd floor) has a hum from somewhere. The baseboard is Slant Fin #30, the pumps are Taco variable speeds for the heating zone with Honeywell zone valves. We turned down the pump

speed to low and this seemed to help but did not cure the problem. Any suggestions?

— Jay

A: Sounds like a hanger that is too close for comfort. Do some more digging; I'm sure you'll find it.

— Dave

Q: I've been told that a Taco 007 circ pump can only pump up to 1 1/4" pipe Is that true? I'm replacing a boiler and the mains are 2".

— Paulie

A: A 007 will almost always work on a converted gravity system. It is head that counts, which includes pipe size, convector type, and total feet of supply & return on the zone to be pumped. You may only be able to find 1 1/4" flanges, but just reduce at the iron pipe ends.

— Tim

Q: Disappearing propane: My client wants to know where it is going. Even when they are not using appliances there seems to be a disproportionate shrinkage. Supplier says it is not the tank or regulator. Installer says it is not the distribution piping. He has pressure tested, bubble tested and says he has had a guy out with a gas sniffer. I even put the soapy stuff to all connections but no bubbles anywhere. Could it be the gas valves in the appliances — two fireplaces and a garage heater? I am inclined to believe my client that something is amiss. Everything is OFF for the moment for safety's sake.

— Stephen

A: Add a meter to accurately check actual usage vs. the tank gauge and fill amounts. Any major weather change??

— Glen

A: What type of heating system? We just had a case where the hot water system would not ever make temperature. The meter was always turning, with all the fixtures turn off... There was a small 1/2" line that went underground. It had a leak.

— Jim Pompetti

A: Get the line into the house up to pressure at about 10" w.c. by the manometer ("U" gauge). Isolate the system by shutting off the valve. If there is a drop in pressure there is a leak somewhere. Keep in mind also that gas fireplaces and garage heaters tend to use a lot more gas than people realize.

— Tim McElwain

A: Are you judging by the gauge on the tank? Where is the tank located? Could it be the changing of the weather? The colder it gets, the lower the tank gauge will go. I have seen it numerous times. Just a thought.

— Ray

The truth will set you on the road to profits

(Continued from page 32.)

weeks vacation; six holidays; and 244 preparatory hours, which cannot be sold]. That means he could perform the same task 1,203 times in a year. With a selling price of \$78.00 and a minimum cost to him of \$157.00 for the task, the result would be that he spent \$95,037.00 a year more than he charged his clients. His pricing policies defeat the purpose of being in business.

I can only assume that in his mind he might be thinking that I was crazy since he knows he is surviving at his \$78.00 price. But, surviving is not succeeding. Surviving requires working many more hours for no pay to make up for wrong selling prices. And, it increases stress and frustration levels. Additionally, the fact that he had to ask me what the price should be says that deep down inside he really knows his \$78.00 price is wrong.

The next time that a call to change a ballcock, flapper, flex supply pipe comes in he would be better off sending the consumer a check for \$79.00.

At least that way he would avoid the cost of performing the task, not have to guarantee the job and accomplish the same result. That is, losing \$79.00. With his free time he could play a round of golf or go fishing.

In another conversation, a contractor came to a contractors' meeting where I was speaking with the specific intention of seeing me regarding his business. Before the meeting started and after the usual pleasantries, I asked him a few questions to get a feel about his operation.

I asked how he came up with his prices. He very confidently explained that he made a list of the materials he would use for any particular task and found out the cost of those materials. Then, he marked up the cost of that material. Next, he would estimate the time it would take to complete that task. He would then multiply his estimated time to complete the task by \$100.00 per hour. For his last step, he added the amount of dollars of the marked up material to the amount of dollars for

his labor. But, he couldn't figure out why he wasn't reaching his goals.

Putting aside the fact that his material mark up procedure was probably incorrect, I asked him the following

I know what you are going through because I am a contractor.

And as a contractor, I face the same hurdles you encounter everyday.

question about his labor calculation. "How did you arrive at the \$100.00 per hour rate?" He didn't know. The look on his face told me that I had hit the nerve of his problem. He immediately signed up for one of my "Profit-Ability" workshops, which would give him the answer to the question by showing him the proper procedures to use in identifying and calculating his true costs; establishing his profit margin; and developing his selling prices properly and profitably.

A third contractor called and in the discussion revealed that he did both service work and new construction. He had two service techs and three new construction journeymen with helpers. He told me that he charged \$75.00 per hour for one service tech with a service vehicle. He charged \$88.00 for one new construction technician (journeyman or helper) who drives directly to the job site in his/her personal vehicle. Putting aside the possibility, and most likely probability, that these selling prices were incorrect, the first thing that popped into my head was that he charged less for service work, which gave him the additional cost of a fully outfitted service vehicle than he charged for new construction without the vehicular cost. That makes no sense (or cents). When I brought this up, he said he hadn't looked at it that way and agreed that problem needed fixing.

Some words to the wise

No one should cry over spilled milk. But it's never too late to fix your future. Today is the first day of the rest of your life. Don't let foolish behavior ruin your life. Discover, understand, and implement the contracting business theories and methods that will allow you to reach your goals.

A misguided ego will not allow you to realize the error of your ways. If you truly believe you are right when you are wrong, YOU, YOUR FAMILY, YOUR EMPLOYEES, YOUR CREDITORS, and YOUR CLIENTELE WILL LOSE.

I know what you are going through because I am a contractor. And as a contractor, I face the same hurdles you encounter everyday. I feel your pain. The difference is that I have the knowledge needed to operate a business correctly and the common sense to implement that knowledge so that the business has an opportunity to be successful. No one, especially in these hard economic times, can guarantee success. But, if you don't place your business on the path to success, you will surely fail to reach your goals.

Because you are surrounded by a bunch of competitors who are ignorant, foolish dolts who pretend to be in business rather than act like smart business people is no excuse to act as stupidly as they behave. Being frightened and not acting in a sound businesslike manner and following their lead only makes you more foolish than they are.

I always question myself about the things that I do. This allows me to fix what's broken and continue doing and enhancing that which is right. I do not suffer from low self-esteem. I know I am good at what I do. False humility is not an admirable trait. It's fuel for the fires of low self-esteem. I am not overly prideful. Pride is only a sin when you think you are better than you really are.

Regarding fear, President Franklin Delano Roosevelt said, "We have

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nothing to fear but fear itself." If you are going to fear anything let it be fear of not doing the right thing.

Charging absurdly low prices will not allow you to deliver excellence to consumers. For example, all contractors (except for the liars) have callbacks. Even if you did a superb job, there is the chance that the material used was defective. This will, in turn, give you a callback situation. When your prices are low you really don't have the funds to address the callback in the excellent manner to which your client is entitled. If you address it and absorb the loss, you just lose more money. And the beat (as in beat yourself up) goes on!

I refuse to act in a lazy and foolish manner. Doing so would be an insult to my parents and grandparents who raised me, and to my own integrity. I strive to be the best I can be whether as a person, technician, contractor, administrator and/or consultant. I charge the prices that give me a chance to be the best I can be so that my clientele can receive the excellent service they deserve while my busi-

ness has the opportunity to flourish. I urge you to join me in these goals. If you need help, I'm a phone call away at 845/639-5050. That's all it takes to start the journey to success.

Truths to consider

There are certain sayings, excuses, or whatever you want to call them, that contractors use to justify their misguided flawed business practices. These contractors must rid themselves of their negativity and embrace logical sound business protocols.

Some say, "You can't charge that much!"

The truth is that you must charge prices that will allow you to:

- 1) Cover your operational costs;
- 2) Deliver excellence to consumers; and
- 3) Earn the profit you deserve for the risks you take delivering excellence.

After you properly identify, control and calculate your costs, you may probably find that your costs [that is the amount of money you pay out] is higher than the "going rate" you have

been charging. One contractor told me it should be called the "going broke rate."

It's also said that, "All consumers are ungrateful self-indulgent pains in the neck."

The truth is that less than 2% of consumers are the "Consumers From Hell" who should be avoided. Most consumers are good people.

An old adage states, "The customer is always right!"

The truth is that when they're wrong, they're wrong.

But, if you want to keep them as a customer you'll have to suck it up and say they're right. I say, "Bull!!!" When a consumer drags your prices down to levels below your cost, you don't need them. Let them pull that garbage on your competitors. They'll drive them out of business.

The fictional Forrest Gump said, "Stupid is as stupid does!"

The truth is that if you do the same stupid things over and over again, you are stupid.

Get smart! Don't be afraid. Get rid of low self-esteem by setting aside any

egotistical, apathetic and complacent behavior. Seek the business knowledge that will allow you to deliver excellence to your clientele and reap the reward you deserve for the delivery.

I wish you, your families, your employees, your creditors and your clientele the very best health and a joyful holiday season. I hope that 2009 brings prosperity to you and excellence to your clientele. ■

Richard P. DiToma is a business consultant and contractor with 36 years of experience in the PHC industry. He conducts seminars, evaluates business operations, publishes customized price guides for contractors and offers continuing support.

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Stop the holiday bonus madness

(Continued from page 30.)

team, you might offer a built-into-the-bid dollar amount that is released to the installers when the job comes in on time and done right. For the office team, consider a goal for reducing accounts receivables, or reducing budgeted line item expenses. Have

your team help you create ways to reward performance that exceeds sales and profit goals or delivers less than expected expenses.

“You can expect a small gift and a lot of love at our holiday party.”

Take most of 2009 to implement a new way to pay. Clearly define

what’s expected. Craft a career ladder of opportunity. Help your team develop the skills needed to be successful. Hold them accountable and deliver bonuses for performance beyond goal. Play a grand, honorable game of business.

Then, put the cherry on top. Add a

thoughtful holiday gift with a powerful impact. The intention is to have some fun and let your team know you love and appreciate them. This is not a performance or production bonus.

Billy does it best!

My friend Bill Raymond, owner of Frank & Lindy, Plumbing, Heating & Cooling in Peekskill, New York, does a bang-up job with the holiday bonus. He selects a day during the hectic holiday season and has his team participate in a company-wide adventure. The Techs show up and discover the service truck fleet has been detailed — spic-and-span clean inside and out. Everyone loads into freshly-detailed, spic and span trucks. They follow Bill in a convoy through their market area. Imagine these rolling billboards

Help your team develop the skills needed to be successful.

Hold them accountable and deliver bonuses for performance beyond goal.

Play a grand, honorable game of business.

pouring through your neighborhood. They land at the local mall, and line up the trucks in the parking lot. Next, the crew, clad in Frank & Lindy uniforms, descends on the food court. There, Bill greets the team with a small gift. One year, it was a duffel bag with an embroidered Frank & Lindy logo. Inside the duffel bag: a mall gift card for \$100. Then, Bill announces the Rules of the Game:

- Each team member has one hour to spend the whole gift card.
- You must spend the gift card on YOURSELF. Not on friends or family. Just you.
- Return to the food court when the time is up, and show-and-tell how you spent your \$100.

Picture the team, speed shopping in the mall. Picture the other shoppers watching the show-and-tell in the food court. These are New Yorkers, after all, and I can imagine that the competition and supporting commentary gets pretty spirited! What a great way to share the joy and love and laughter of the season.

Best wishes for getting the weirdness out of next year’s holiday season. ■

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(Written by members of the HeatingHelp.com community. Join us!)

John Guest

(Continued from page 108.)

Latin America — people who can look beyond commodity selling and see the future potential for new technologies.

What is John Guest's commitment to its employees?

Demirjian: John Guest Limited and its subsidiaries including John Guest USA are very attuned to employee value. Being a family-owned and run company, John Guest worldwide has family style "values." Most of our employees at John Guest USA have been with us for more than 10 years.

What is John Guest's commitment to its community?

Demirjian: We are an environmentally friendly company, our production facilities have ISO13001 listing, our products meet RoHS and NSF 61 standards, and we generally contribute to local charities such as trade schools,

police, fire and ambulance.

Where do you see the company in 5-10 years?

Demirjian: In 5-10 years, John Guest will be right in the thick of the new technology wave in plumbing connections. We hope to be a major player and contributor to the plumbing industry. We have a vision of broad sales and across U.S. and Canada, as well as a greater presence in Latin America.

Can you talk about the quality and support of the product?

Demirjian: Quality is a personal issue at John Guest. The JG logo can be found on every product. We always have had a reputation for the highest quality products. Quality extends to all phases of our business, from spotlessly clean production facilities to maintaining a consistent corporate image of honesty and integrity in dealing with customers, suppliers and employees. ■



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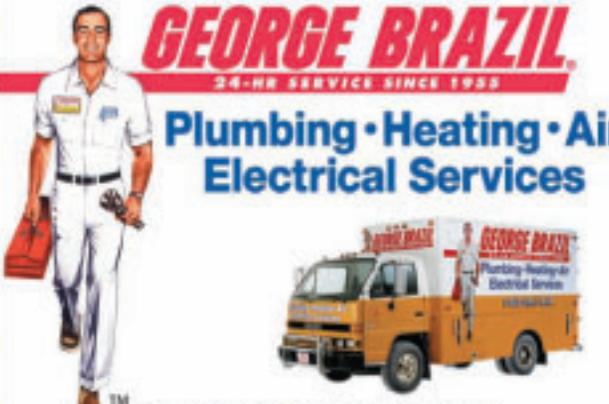
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Something wicked this way comes?

BY JOHN MEISENBRINK,
editor

Gas prices at \$4.50 mid-year. Now they hover around the \$2.00 mark. Somebody explain that one to me.

The financial system in crisis. A credit system in shambles. Home sales are plummeting and a real estate market in slow down. Banks are failing and merging. Oh, and I almost forgot, as I write this, unemployment across this nation sits at 6.5%. A \$700 billion bailout for Wall Street? And a \$25 billion bailout for the automakers in Detroit? If anything, the mere idea of a bailout for automakers SCREAMS out to the head hanchos and CEOs that they have to change the culture of doing business. Certainly, there's a lot to be uncertain of the future of this country. Geez, how about throwing you and me a bone?

Now a new administration comes to Washington, and along with it a Democratic-leaning Congress. Do you have faith that president-elect Barack Obama can assemble an economic team strong enough to put this economy back on the right track with new programs and economic stimulus packages?

I've heard it many-a-times now from contracting businesses and manufacturers alike — the wait-and-see business approach for 2009. The sound advice I've heard, and it is reiterated by Mechanical, Inc.'s (*Contractor of the Year*, page 42) president Brian Helm, is, "Don't chase work unless you know there is real money behind the project."

How will your business survive this current recession? With the Dow Jones Industrial Average having more screams than a Six Flags roller coaster ride, it really makes you want to stuff your pillowcases with the remaining bills from whatever is left from your dwindling 401k.

One of my biggest fears in life is the fear of the unknown, and that's precisely what this current economy throws back at us. I mean seriously, what's next? The way I see it, however, as I try to envision a silver lining, is that our industry is such that consumers are always going to need your products and services. It's not going to be easy, but we have to stay the course! Yes, the residential sector is down, but concentrate efforts on the commercial side. Consumers are more apt to stay at home during hard time like these so kitchen and bath remodeling could stir up some needed business. And you can't forget about green building and sustainable design. If this year's campaign taught us anything, it's that we need to become independent of foreign oil, and the need for "green" building will be a platform for the next prez. Solar, geothermal, wind, biomass, etc. were buzzwords throughout the long campaign.

During his 30-minute infomercial, Obama exemplified energy efficiency importance by recognizing Seattle's McKinstry (*Phc News 2007 Contractor of the Year*) for its commitment to sustainable, design/build practices and promoting an energy efficient America. "Recently, I visited the McKinstry Company in Seattle," stated Obama during the program. "They're retrofitting schools and office buildings to make them energy efficient, creating jobs, saving their customers money, reducing carbon emissions, and helping end our dependency on Middle Eastern oil. As president, I'll use companies like McKinstry as a model for the nation." Pretty cool, huh? Let's just hope that Obama sticks to his guns on this topic.

In conclusion, you may be asking, "Who is this guy to give advice about my business? He's probably never changed out a toilet." It's true, I don't own a business; but it is not about me. It's about all the good, hard-working plumbing and hydronic contractors out there

trying to make ends meet. That's why it is important to hear from you! Please let me know what you think of the current economic situation and how you see the future of your business dealings. I welcome your emails at editor@phcnews.com. ■

Letter to the Editor

In response to the October 2008 "In Our Opinion."

Dear editor,

Yes, the bailout was necessary, assuming it was used the way it was sold to us. But the first thing I said when the bailout passed was, "Now the CEOs have to figure out how to steal an additional \$700 billion." And if you read the news reports, it is already happening. The money is being used by banks to acquire other banks instead of adding to the credit pool. Firms such as AIG are using the money to form parties, extravagant business meetings or golden umbrellas. Every business with a friend in Washington is trying to get a slice of the pie — but just to make their economy better, not the country's.

— Anonymous

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