

## October Meeting

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safeguards that can be taken.

Don noted that CO is toxic, but also flammable. In most cases, however, it is CO's toxicity that kills. Propane and natural or methane gas are flammable and explosive, and claim victims from fire and explosions.

Don gave this quick synopsis of conditions that can lead to CO poisoning:

- Insufficient combustion air
- Rich fuel mix
- Blocked flue
- Dirty burner
- Excessive fuel pressure

Although these seem basic, every technician should be reminded of them periodically.

Don also gave these tips for CO detector selection and placement:

- Buy only UL Listed units
- Place them in multiple locations
- If only one is installed, it should be placed outside the bedrooms
- Use care in selecting detectors. One size may not fit all.

UEI makes a wide selection of test instruments, including CO detectors and multi-gas detectors. Elliot showed all of them and discussed their features and benefits.

## ABR Wholesalers Sponsors The Ultimate Service Technician Seminar

ABR Wholesalers is sponsoring a four hour seminar, called The Ultimate Service Technician, Thursday, November 10, the day after the ACCA membership meeting.

At the ACCA meeting, nationally acclaimed presenter, **Vicki LaPlant**, who will speak to HVAC managers on developing the ultimate service technician. The next day, she will speak to technicians.

If you want more customer-oriented technicians, register them for one of the two sessions – from 8:00 AM to 12 Noon or from 1:00 PM to 4:30 PM. Both sessions will be at the Wishing Well. The cost is \$75 per person.

For registration information, call ABR at 585.482.3601.

This seminar will show your technicians the cost of losing a customer and of call-backs. It will help them analyze the difference between diagnosing and troubleshooting. Your technicians will



*Vicki LaPlant*

role-play how to present features and benefits of your company and your products. How to present upgraded equipment and accessory options to the customer will also be discussed and practiced.

If your technicians do not...

- Understand the cost of losing a customer.
- Understand the difference between diagnosing and troubleshooting
- Have pride in your company and your products
- Educate customers about equipment and IAQ upgrades
- Educate customers about maintenance agreements
- Understand how to deal with difficult customers

...then you can make more money, ultimately, by making sure they participate in one of these four hour seminars than you can by having them out servicing furnaces that half-day.

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