

HIGH-PERFORMANCE HVAC TODAY™

If You Don't Measure, You're Just Guessing!™

2023 Industry INFLUENCERS of High-Performance HVAC



Jim Brown, Sr.
Jim Brown Company



Drew Cameron
Flow Odyssey



Nancy McKeraghan
Canco ClimateCare

Also In This Issue:

- NCI Summit 2023: High Performance Starts with Service
- The Science of Commercial Duct Leakage Testing

EVERGREEN TELEMETRY

Faster Easier Safer

Long known for the most innovative tools in commercial TAB, Evergreen Telemetry is now applying it's patented technology to Residential Test and Balance.

New Products for Residential TAB

The PVF Reporter

For Single-Point Measurements
• Pressure • Velocity • Airflow



The Wrist Reporter Model 201

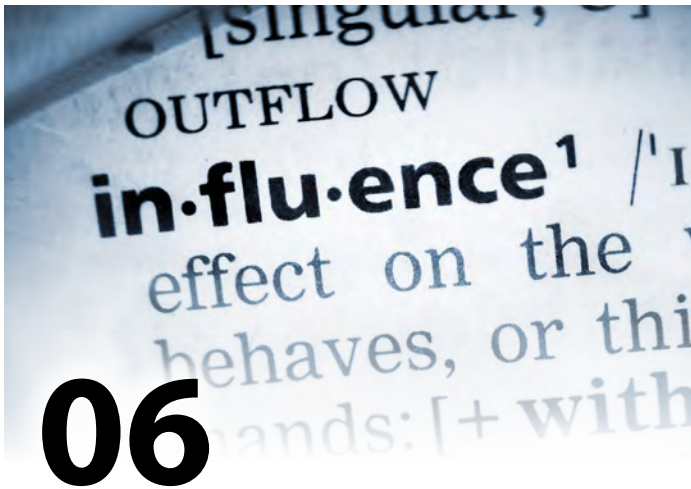
Offers Single-Point Measurements for
• Pressure • Velocity • Airflow



PLUS! Wireless readings provide "System at a Glance" capability
Connect and view up to four wireless temperature and humidity sensors
• Complete psychrometric data from multiple locations

Free field trials available! Contact us today! customer.service@evergreentelemetry.com
602-574-6192 www.evergreentelemetry.com

HIGH-PERFORMANCE HVAC TODAY™



COVER STORY:

2023 HVAC Industry Influencers

We welcome the Class of 2023 to our growing cadre of High-Performance HVAC Industry Influencers.



TECHNICAL:

The Science of Commercial Duct Leakage Testing

Duct air leak testing is a critical part of the mechanical construction process. Scott Fielder explains why.



17

MANAGEMENT:

Summit 2023: High Performance Starts with Service

If you missed this year's annual meeting, this story will help you see why it's important **NOT** to miss it next year.

DEPARTMENTS

Today's Word	4
High-Performance Product Review	5
NCI Update	23

HVAC Smart Mart.....	24
Ad Index.....	25
One More Thing	26

Employee Engagement: The Key to Long-Term Success



Mike Weil is editor-in-chief and director of communications and publications at National Comfort Institute, Inc. Contact him at ncilink.com/ContactMe.

According to author and inspirational speaker Simon Sinek, “*When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.*” Sinek writes quite a bit about this and is a strong believer that **engaging with employees** is vital for long-term success of a business.

This is a generic HVAC truism, but even more vital in companies that want to move toward a focused high-performance approach or are already involved in that process.

Why? Because change is hard and focusing on the testing and measuring, diagnosing and resolving airflow issues can be very different from the everyday approach to HVAC service.

Interestingly, the best way to engage with your team is to answer the question, ‘why?’ Sinek says communicating ‘why’ taps into the part of the listener’s brain that influences behavior.

“WHEN PEOPLE ARE EMOTIONALLY INVESTED,
THEY WANT TO CONTRIBUTE.”

The ‘why’ of things involves clear communication between you and your managers, your managers and the team, as well as the team and your customers.

Engagement also involves something that experts call “The Five C’s.” These are:

- Care
- Connect
- Coach
- Contribute
- Congratulate.

This is all about helping employees to be enthusiastic about their jobs, proud of the work they do,

and excited to contribute to customer well-being and company success.

Care: Be genuine. Show employees that they’re part of a team. Demonstrate why things like testing and measuring are so important to THEIR success as high-performance field technicians. Listen to what they have to say and let them be part of the process, not just cogs in a machine. They will realize the company isn’t only focused on profits or marketshare.

Connect: Have regular informal chats, reviews, and goal setting check ups, and find out whether team members are happy in their work.

Coach: Actively coaching your team members means guiding, **training**, and listening to them. It does not mean barking orders or micromanaging. This helps employees feel useful and creates an environment where they want to contribute even more.

Contribute: Encourage your people to share ideas, suggestions, and other feedback. By listening to them and following up with them, they feel like they are a significant part of the company’s success. That builds pride and a desire to do more.

Congratulate: Celebrate successes with your team. Show proof that they are helping customers reduce energy use, increase comfort, and more because of the processes and tools they use. Praising them in front of their peers is the secret sauce here. This builds confidence and can be the reason that others strive harder to succeed as well.

Experts, like Sinek, say that by following these simple steps to employee engagement, you set your company on a path of improved employee relations and general workplace happiness.

That, by itself, can be the foundation on which your high-performance HVAC approach can build, grow, and set you apart from competitors. **NCI**

Written by HVAC Professionals for HVAC Professionals

BLACKMAXX BTB300 PREMIUM RATCHETING TUBE BENDER

Cooling Season is right around the corner meaning that installers are going to be at full speed all over the country. With today's tools and technology, why not make the job easier. With the way of today's world, it is critical that every aspect of system installation practices and profit are in line.

Refrigerant piping is critical, and it takes time and money to do it right. We are way past the days of using our thigh as a tubing bender, or needing five copper 90s and two 45s to make a connection from lineset to equipment. BlackMaxx has built a unique tubing bender to save installation time and reduce cost for copper fittings.

The **BlackMaxx BTB300 Ratcheting**

Tubing Bender, which is made by **CPS Products**, is made from steel and aluminum which enables installers to bend copper from 1/4-in. all the way up to 7/8-in. It can achieve this by using easy detachable mandrels and shoe arms that are color coded for easy recognition for visual installers like me.

The BTB300 comes in a hard case for easy storage and is streamlined so you can store it in the truck without taking up too much room. This bender can also perform a reverse bend for those tighter applications.

The ratchet handle has a double feature not only to compress the copper to set the angle, but also click it in reverse to release the tubing for easy removal. Coming from the days of using a thigh



bender, the BlackMaxx BTB300 is a perfect tool to reduce time and material and provides a cleaner looking job.

For more information, go to ncilink.com/btb300. **NCI**

— By Casey Contreras, NCI Instructor



THE STAND-ALONE ADD-ON ECONOMIZER



CoolMizer



Bring fresh air indoors!

- Offer FREE cooling with fresh air
- Improve IAQ with ventilation on demand
- Use with or without Arzel® Zoning System

www.arzelzoning.com sales@arzelzoning.com 800-611-8312 Follow us! 

MyHomeComfort.org

The source for homeowners to find the right contractor (you!)

You can only be listed if you or your company are currently NCI-certified, so be sure that all your certifications are up-to-date. Become an NCI member to get a premiere listing for your company.



Be sure to take advantage of this lead-generating tool today!



Comfort

Make sure that every room in your house is as comfortable as possible, and that your HVAC system is operating at optimal efficiency.



Safety

Be aware of the dangers and what your HVAC professional can do to help protect your home. Be sure to take down the AC unit, and the heat exchanger and condenser coils should be cleaned regularly through HVAC professional maintenance. Read more.



Energy

When you're looking for energy efficiency, you want to be sure you're getting the best of your home, and that's what your HVAC professional can do for you.



Health

The effects that your HVAC system has on your health are so important. There are many ways that you can do this, and your HVAC professional can help you with that. Be sure to take down the AC unit, and the heat exchanger and condenser coils should be cleaned regularly through HVAC professional maintenance. Read more.



Call NCI Customer Care at **800.633.7058** to find out how to be listed and featured.

2023's Class of High-Performance HVAC Industry Influencers

The dictionary definition of 'influencer' is "someone within a niche or industry who has some sway over a target audience. Influencers have specialized knowledge, authority, or insight into a specific subject."

Our influencers make a difference in the industry's direction and future through their experience, knowledge, industry position, and relationship with others. These folks are leaders. Most are servant leaders. In other words, they lead through service to others and their communities. By putting the needs of others first, they empower people to perform at their best. Such people serve every industry and the High-Performance HVAC Industry is no different.

They are not just members of the High-Performance HVAC community. They are actively helping others to be more successful and, through those actions, contribute to this community's growth and acceptance throughout the greater HVAC Industry AND among consumers.

Influencers believe in education and training, and continuous improvement. They lead by example. They take what they learn and implement it successfully into their businesses, then take the time to share what they know during that process with others.

Selecting a class of influencers is no easy task. It is based on the NCI team traveling the country, visiting and working with many contracting firms, manufacturers, distributors, utilities, and trade associations.

The NCI team met people who believed in testing duct systems, equipment, and the building itself. They measure airflow, temperature, and more, then calculate their impact on delivered comfort and energy efficiency.

The following three individuals fit this definition to a tee. Please remember that we don't consider the time or era these influencers served. We look at what candidates have done or are doing and the impact of those efforts.

To submit a nominee, let us know who they are and why they are influencers. Send us your nomination via email at ncilink.com/ContactMe.

Here is the Class of 2023 High-Performance HVAC Industry Influencers:



**NANCY
MCKERAGHAN**

When Nancy and her husband, Bob McKeraghan, started their HVAC business, [Canco](#), in 1984, they were determined to create a company that delivered professional, high-quality heating and cooling to Newmarket, Ontario, Canada, and surrounding areas.

They also wanted every employee to be passionate about customer comfort. After three decades, the company is proud to be among Newmarket's top choices for luxurious home comfort solutions, with one of the highest customer retention rates in the industry.

Nancy began her professional career as a school teacher but then decided to go into business with her husband based on what she said was a falsehood. Nancy tells the story about how her husband convinced her to make this career move because "if we start our own business, we can pick our hours and take vacations whenever we want!"

Well, we know how that goes. But Nancy never shies away from a challenge or her belief in education and teaching. She tackled the challenges

OUTFLOW

in·flu·ence¹ /'influən

effect on the way so
behaves, or thinks wit

of learning about and running an HVAC business and eventually took over managing all the business functions of [Canco ClimateCare](#).

The issues of running an HVAC business in a highly regulated Canadian environment led her to become heavily involved with Canada's HRAI ([Heating Refrigeration, and Air Conditioning Institute](#)) organization, where she first joined the marketing committee, then chaired the contractor's division, and eventually became the HRAI Chairperson.

Nancy served on HRAI's careers committee and helped organize skills competitions and mentoring programs for young people considering entering the HVACR business.

She attributes success to continuous learning and getting involved with others in the industry, sharing best practices and horror stories, and learning to avoid costly pitfalls before they happen.

[Canco ClimateCare](#) became a [National Comfort Institute](#) (NCI) member in 2008 and has sent many of its people to technical training with that organization. She has attended almost every High-Performance HVAC

Summit and will tell you that she always returns from that event refreshed and ready to take on the world.

Over the years, she has talked about the importance of high-performance to her company and customers. Training is a big part of that, and she advises young people to do as she did and take as much training as possible to

and it's also smart business to keep up with what's new and have an edge over the competition.

"If we want to hire young talent, we know modern, clean technology is a way to attract them. At Canco, we take co-op students. It's gratifying to see them move on and succeed. And if we decide to hire them ourselves, we don't have to untrain them."

She also says, "Efficient solutions are important to our customers and employees. At Canco, we are strong believers in High-Performance HVAC contracting. On every call, we do static pressure testing to ensure the system is operating correctly and make or suggest improvements to increase its efficiency and comfort."

McKeraghan says contractors face a quickly changing world of different building approaches, precision load calculations, electronics, decarbonization, new natural refrigerants, and young talent, including women who care about efficiency and cleaner systems. Adding capable and detail-oriented women is one way to win in this environment.

Nancy has written several articles for national trade publications like



Canco ClimateCare's management team (left to right) Bob McKeraghan, Nancy McKeraghan, Will Horner.

upgrade their knowledge and join associations such as the NCI and HRAI.

Nancy practices what she preaches when it comes to education. In an article written by another publication several years ago, she said, "Everyone in our industry should be learning about evolving HVAC technology. We have a responsibility as citizens of the world,



NCI Students & Members Receive
Special Discounts at TruTechTools.com



Expert Assistance
Exclusive Promotions
Free Shipping Over \$49
Rewards With Every Order



**Tru
Tech
Tools**

Quality Tools. Essential Support.



**Shop
Now**



NOW is the time

to check out NCI's summer training
schedule and plan ahead!

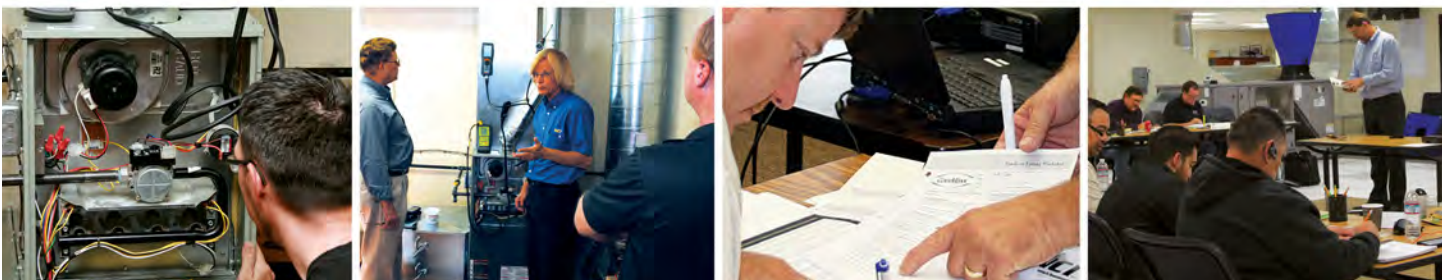
Go to ncilink.com/ClassSchedule

or call 800.633.7058
for a class near you.



Scan the QR
code for more
information

NCI
National Comfort Institute, Inc.
Leading the Industry in
High-Performance HVAC™



High-Performance HVAC Today, participates in industry panel discussions, and testifies through HRAI and other agencies on behalf of HVAC contractors across Canada. For these and many other reasons, **High-Performance HVAC Today** magazine is pleased to announce that Nancy McKeraghan is part of the NCI 2023 Influencers class.

JIM BROWN, SR.

The **Jim Brown Company** of Mountain Home, AR, is a three-generation-old company that opened for business in 1964. James D. Brown, joined the company and eventually bought the business in 1967. He always believed in building a solid HVAC contracting business through sound and conservative financial management.

From pushing the learning curve on capitalizing service agreements to making and saving cash by selling value, he not only taught his son, Jim N. Brown, but over the decades, he shared his knowledge with contractors nationwide through his writing, speaking engagements, and participation in industry events.

Regarding the high-performance approach to contracting, Jim will admit that in the early days, his company struggled to embrace it. So, in 1993, Jim traveled to California, met with former NCI President and Co-founder Rob Falke for personalized air balancing training, and questioned Rob for hours. In Jim's words, he was testing Rob's commitment to system

performance measurement. After that, he invested in performance.

Their efforts led to the company being named a National Comfort Institute Contractor of the Year in 2010.

Due to the company's venture into Commercial Design/Build work, residential performance contracting took a back seat until 2012, when Jim's son, Jim N. Brown, "rediscovered it" and began pursuing it with vigor. According to Jim N. Brown in an article NCI published in 2011, the performance approach aligned with his technical passion and selling style.

"We used to make money off of the 40-foot lift we own on our commercial jobs," JN Brown said in that article. "Now we make more from a pair of knee pads doing a residential duct renovation."

Externally, Jim Brown, Sr. wanted to continue sharing and teaching financial skills to contractors. This pursuit led to his involvement with the Arkansas Heat Pump Association where he eventually became president and was instrumental in helping to pass HVAC

licensing legislation in that state.

He also served two terms as a member of the Arkansas State HVAC licensing board, with one term as chairman.

He continued writing for a national HVAC publication. He was also a speaker and leader at many national conferences over the years, including Lennox's *Focus on the Future* program, **Contracting Business** magazine's *HVAC Comfortech* event, as well as with National Comfort Institute.

Servant leadership also means giving back to your local community, and Jim Brown, senior, served one term as a councilman for the city of Mountain Home and 15 years on the Mountain Home Planning Commission. Today he is the chairman of that commission.

From a consumer educational standpoint, Jim is a board member of the Arkansas State University Mountain Home Foundation. Furthermore, he is a past foundation board member of the Arkansas State University Jonesboro Campus.

It is no stretch to say that Jim Brown Senior is committed as a leader of his



company, his community, and the HVAC Industry. “We’ve spent generations learning, serving, and growing, and plan to continue by providing the highest quality care,” he says.

Welcome to the 2023 Class of HVAC Industry Influencers, Jim.

DREW CAMERON

From his early days of working in his family’s HVAC business in Philadelphia, PA, Drew was drawn to the idea of positively impacting people’s lives and businesses.

For 19 years, he worked in every facet of the company – from installer to warehouse manager and eventually to the company general manager. He then helped broker a very lucrative sale of **John H. Cameron and Sons** to a local utility company.

After the sale in 1996, he used his skills to help a wholesale energy company called Conectiv Energy hire, train, and coach their residential sales team. Two years later, he joined Service Experts to troubleshoot struggling service centers and help improve their marketing, sales, and profitability.

Helping is the keyword here. Drew’s focus remained lasered in on teaching, educating, and mentoring HVAC contractors nationwide with other organizations like Excellence Alliance, National Comfort Institute, and **Energy Design Systems**. The latter company was a software-based sales venture which Drew and a partner bought out in 2014 and remains focused on

helping contractors increase residential in-home sales and profits.

In addition, in 1999, he founded another company, **Flow Odyssey** (formerly HVAC Sellutions), to help contractors with their marketing, advertising, sales, and selling, as well as sales management, recruiting, hiring, training, and more.

When you add all this up, the sum of



Drew Cameron’s life has always been about service. He has said any number of times – whether during a consulting gig or on the telephone with contractors, the HVAC Industry is a service industry first. It is not a commodity that can be bought and sold based on a cheap price.

He believes contractors must understand how they serve people and that HVAC is about connecting with homeowners and genuinely wanting to solve their comfort and efficiency problems. He believes contractors provide a substantial value in the design, installation, and maintenance of systems that deliver comfort, performance, health, safety, energy savings, reliability, longevity, and value that customers desire and deserve.

He also believes that technology for system testing, airflow measurement, diagnosing problems, and finding solutions is essential to the future of this industry

and works hard to spread the word and teach contractors how best to use all of it.

In addition to his consulting work, Drew is also an accomplished writer and contributes articles to several of the HVAC Industry trade magazines. He is a regular speaker and lecturer for organizations like EGIA, the Air Conditioning Contractors of America (ACCA), and NCI.

He gives his time to several charitable organizations. He is a leader who has impacted not only the lives of contractors across the U.S., but the success and growth of their businesses.

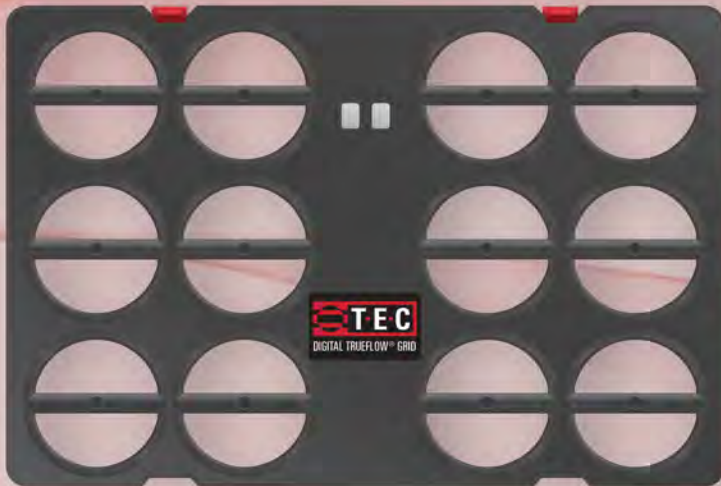
For these and many more reasons, the **High-Performance HVAC Today** magazine team welcomes Drew Cameron to the 2023 Class of HVAC Industry Influencers.

Congratulations to Nancy, Jim, and Drew. To see other members of the HVAC Influencers list, visit HVACToday.com and search for “influencers.” **NCI**

[singular]
OUTFLOW
in·flu·ence¹
effect on the
behaves, or
mands: [+ v
get mo



Digital TrueFlow® Grid



HIGH-PERFORMANCE

Provides customer-freindly reports consistent with NCI Air Upgrade programs



energyconservatory.com

Scan the QR Code to learn more

Making it Easier to Do it Right™



DS3
DUCT SADDLE STRAPPING SYSTEM

EASIER, FASTER INSTALLATIONS, AND IMPROVED HVAC SYSTEM EFFICIENCY

The DS3 Duct Saddle is a one-piece, plastic, load distributing saddle that offers superior support in flexible ductwork, which is often plagued by kinking and sagging when using strapping alone.

It's never been so easy to do it RIGHT!

The Benefits of using DS3 include

- ✓ For the **CONTRACTOR**, reduced installation time which means reduced labor costs.
- ✓ For the **CUSTOMER**, shorter cycle times, lower utility bills, greater comfort.
- ✓ For the **HVAC UNIT**, less breakdowns and greater operating efficiency.



One SKU Fits
All Jobs
RNC & Retrofit
Applications

Call for FREE Homeowner Focused Sales Tools

559-658-1010
www.ductsaddles.com



TRADE-IN, TRADE-UP



NCI
PREFERRED



WORKS WITH
MEASUREQUICK

11 REASONS TO TRADE-IN TRADE-UP

- Industry leading sensor life, 5 yr O₂ & up to 4-5 yr CO.
- 130 and 230 models have color touch screens.
- measureQuick compatible.
- Simultaneously measure draft & combustion analysis.
- CO with 8000PPM range.
- Customizable display screen.
- All models are NO_x capable.
- Estimated Sensor life Indicator.
- Programmable pump cutoff.
- Free app gives remote control of the analyzer's functions & display.
- NCI - National Comfort Institute's analyzer of choice used in their training classes.

CONTACT

US NOW



215-750-1212
Customer Service



info.usa@sauermann
group.com



Scan for a quote
request

www.sauermanngroup.com

DESIGNED WITH THE
CONTRACTOR IN MIND



MEMBER REWARDS



Become an NCI Member today
and start earning NCI Bucks
towards training and more!

Training Incentive Partner Program

Earn NCI Bucks based on your
purchases from our industry **TIPP**
partners, and use them any time
to train your Performance-Based
Contracting™ team.



Call 1-800-633-7058

Become an NCI Member today
and start a TIPP bank for your
High-Performance Team!

The Science of Commercial Duct Leakage Testing

Duct Air Leak Testing is a critical part of the mechanical construction process. Most commercial Duct Air Leak Testing (DALT) is specified to comply with **ANSI/SMACNA 016-2012 HVAC Air Duct Leakage Test Manual**. ANSI is the **American National Standards Institute**, and SMACNA is the **Sheetmetal and Airconditioning Contractors' National Association**.

All federal construction projects require DALT per the **Whole Building Design Guide (WBDG) Unified Facilities Guide Specifications (UFGS)**.

The UFGS provides the specifications for all federal military construction projects such as NASA, NAVFAC, and USACE. You'll find DALT under Division 23 for mechanical construction, specifically under **23.05.03**, which are the Testing, Adjusting, and Balancing specifications.



In these days of electrification, commercial duct leakage testing is more important than ever, especially in states like California.

SURVEY SAYS ...

In a **2016 survey conducted by the Building Commissioning Association**, 75% of 300 respondents felt that duct air leakage was a substantial contributor to energy loss, and 74% of them felt that their HVAC systems had duct leakage of 15% or more.

Think about the cost involved.

For example, in 2022, the average cost of electricity per Kilowatt hour in the United States was **15.12 cents**. Theoretically, a five-ton HVAC unit produces 60,000 Btus of cooling. If 15% of the output of a five-ton system was leaking into unconditioned spaces, that's 9000 Btus an hour.

Let's say on a commercial building, it ran for 12 hours per day. That's a loss of 108,000 Btuh or 31.65 kWh per day. Using the 15.12 cents average cost, that's \$4.78 a day, or \$1,195 per year, based on a five-day work week wasted on a single HVAC system.

Now say there are 20 units in a retail space, office building, or educational facility: That's \$23,900 a year in wasted utility expenses. Granted, this is a generalization. However, the numbers I'm using are conservative. The average cost of electricity per kWh can be as high as 40 cents in some parts of the country, and many systems have longer operational hours.

IT'S NOT ALWAYS ALL ABOUT SAVING MONEY

Aside from the money wasted, imagine states such as California and Texas with higher cooling demand year-round and fragile energy grids where rolling blackouts are not uncommon.

If even a fraction of this wasted energy can be harvested and prevented, avoiding such blackouts is possible. Since states such as California,



New York, and many others rely more on electric heat, duct leakage testing becomes even more critical.

Around the country, many code changes require Duct Air Leakage Testing; however, these are currently the exception and not the rule.

Most codes will allow up to 10% leakage and only require high and medium-pressure ductwork testing. Federal construction standards, as outlined by the UFGS, typically also require testing low-pressure duct systems.

Ultimately, it's up to the mechanical design team to specify more stringent standards regarding allowable duct leakage and which systems to test.

FIRST STEPS TO DALT

A few steps to commercial DALT start long before the testing apparatus is physically connected to the ductwork.

First, you need to determine the air duct leakage class for the ductwork. You typically derive the air duct leakage class from the SMACNA Air Duct Leakage Test Manual and/or **SMACNA Duct Construction Standards**. SMACNA also has a **smart-phone app** you can use.

The first step is to determine the allowable duct leakage. The design mechanical engineering team typically does this based on the SMACNA Air Duct Leakage Test Manual.

Following is a breakdown of the steps necessary for doing commercial

duct leakage testing and who should be responsible for that work:

CONDUCTING COMMERCIAL DUCT AIR LEAK TESTING:

- **Step One:** Determine the Surface Area Square Footage of the Duct to be Tested
- **Step Two:** Determine the Leakage Class and Allowable Leakage
- **Step Three:** Determine the Test Pressure
- **Step Four:** Isolate the Area of Duct to be Tested
- **Step Five:** Pressurize the Duct
- **Step Six:** Compare the Orifice Pressure Drop to Manufacturer's Chart
- **Step Seven:** Plot Actual Leakage
- **Step Eight:** Compare Allowable Leakage to Actual Leakage
- **Step Nine:** Pass or Fail the section of Duct
- **Step Ten:** Complete Final Report.

The first three steps are the **design team's responsibility**:

- **Step One:** Determine the Surface Area Square Footage of the Duct to be Tested
- **Step Two:** Determine the Leakage Class and Allowable Leakage
- **Step Three:** Determine the Test Pressure.

The next step is the **Mechanical Contractor's responsibility**:

- **Step Four:** Isolate the Area of Duct to be Tested

Depending on how the specifications are written, the next step may

also fall upon the mechanical contractor to perform with the TAB team to verify and witness, then sign off on. Or it may be the direct responsibility of the TAB contractor to complete.

When specifications dictate that the TAB firm is to *witness* DALT Testing, best practices are that the **TAB firm** lends the **Mechanical Contractor** the DALT testing machine. AFTER Mechanical confirms DALT passes, DALT Testing is scheduled with **TAB & Commissioning Agent (CxA)/Owner's representative**, etc.

This process will save ALL parties time and money.

- **Step Five:** Pressurize the Duct
- **Step Six:** Compare the Orifice Pressure Drop to Manufacturer's Chart
- **Step Seven:** Plot Actual Leakage
- **Step Eight:** Compare Allowable Leakage to Actual Leakage.

The final steps are typically the **sole responsibility of the TAB contractor** and overlap with the mechanical contractor.

- **Step Eight:** Compare Allowable Leakage to Actual Leakage
- **Step Nine:** Pass or Fail the section of Duct
- **Step Ten:** Complete Final Report.

NOT ALL LEAKAGE IS OBVIOUS

Not all leakage is evident if the system fails and needs to be resealed. Sometimes it's minimal, but it spreads across a wide area and can be significant. For example, two CFM is virtually undetectable.

However, two CFM at 100 locations is ½ ton of cooling capacity lost.

Often, contractors look for gaping holes or obvious gaps when the reality is much more complicated and invisible to the naked eye.

Also, as a TAB professional, when explaining to a mechanical contractor that their system failed the Duct Air Leakage Test, you can present all the statistics and numbers and explain the physics and equipment. Still, they only hear one thing: “You didn’t do your job!”

Regardless of the statistics and physics, the TAB professional must present this information as politely and professionally as possible and be aware of what the contractor hears and thinks.

After the duct is resealed, the sealant needs time to set. Twenty-four hours is a typical time frame. Testing too soon after resealing will blow out the sealant and result in a second failure.

INVEST IN PROPER TOOLS AND INSTRUMENTS

Commercial Duct Air Leakage Testing requires very specialized and durable equipment. There are only a few manufacturers of these devices, most of whom are based in the United States. The oldest and best-known is the **McGill Leak Detective**.

Oriflow currently makes three models – the **Cobra**, **Panther**, and **Rhino** – all capable of testing up to 10 in. The Oriflow Rhino model can test up to 57,000 square feet of duct at four inches of water column.

TSI/Alnor produces the Positive And Negative Duct Accreditation System or PANDA. As the

name states, the TSI/ALNOR PANDA, or PAN231, can test under positive or negative pressure.

Regardless of the brand, equipping yourself to conduct commercial DALT requires a significant investment. However, that is the cost of doing the job correctly and why everyone isn’t doing it.

Unfortunately, there is little training available on how to conduct DALT. It is typically a skill set handed down from one generation of technicians to the next.

Many SMACNA training centers offer courses in HVAC Air Duct Leakage. SMACNA even provides **online training** for its members. Beyond SMACNA, be careful when researching training, as most courses target residential testing, which is an entirely different animal.

In closing, Commercial Duct Air Leakage Testing is critical to the mechanical construction process. As multiple municipalities and states move towards electrification, the cost of Air Leakage in commercial systems will skyrocket.

There’s going to be more demand than there are contractors trained and equipped to perform it. The consequences will be more severe as energy grids become more burdened and stretched. **NCI**



Scott Fielder is the Director of Field Operations for **Evergreen Telemetry**, a Phoenix-based TAB equipment manufacturer. Scott has over 23 years in the TAB industry, including 15 years working in the Texas

field and seven years providing TAB training and training development. He can be reached at ncilink.com/ContactMe.

FREE Mobile App

AirMaxx™
a **ComfortMaxx app**
LITE



NCI's AirMaxx Lite™ app features easy-to-use data entry and easy-to-display reports.

Get started on the path to High-Performance HVAC™ today!

Download this free app onto your phone or tablet, and display an airflow 'grade' for your customers.



Apple App Store
ncilink.com/AML1A



Google Play
ncilink.com/AML1D



R.E. MICHEL COMPANY

WHOLESALE DISTRIBUTORS • AIR CONDITIONING • HEATING • REFRIGERATION
PROPANE • EQUIPMENT • PARTS • SUPPLIES

— Since 1935 —

INVENTORY SOLUTIONS TO FIT YOUR BUSINESS



Contact your local branch or email sales@remichel.com
remichel.com

Take the First Step Towards High Performance

with **Duct System Optimization and
Residential Air Balancing Training**

Learn how to deliver high quality, profitable duct system renovations that really work! Set yourself apart from competitors by knowing how to optimize a duct system so it delivers the heating and cooling the equipment was designed to provide.



For more information, go to ncilink.com/DSO or call 800.633.7058

NCI Summit 2023:

High-Performance Starts with Service

High-Performance HVAC contractors took center stage in Branson, MO, from April 17-20 as National Comfort Institute's (NCI) 20th Annual High-Performance HVAC Summit got underway.



Dominick Guarino welcomes attendees during the opening general session of the NCI High-Performance HVAC Summit.

Once again, Summit was open to the entire HVAC Industry with the intent of shining a spotlight on like-minded people willing to share their high-performance experiences with peers.

More than 100 contractors, preferred partners, and other industry luminaries gathered to network, learn, and set the stage for the rest of the year. This year's focus centered on the vital importance of service as the basis of High-Performance Contracting. Each session discussion was facilitated by a member of NCI's training team.

WISDOM OF THE CROWD

NCI dubbed this the "Mastermind Group Approach." The idea was to draw from the *Wisdom of the Crowd* to glean the best HVAC industry practices for delivering high performance and quality. Based on contractor comments, this approach was different, fun, and provided great sources for many excellent ideas.

"I've never been to any industry event that was done this way," says Tom Hearn of Hearn Heating and Plumbing, Madison, OH. "I really enjoyed this approach and am going home with many new

ideas to help my business."

Jake Basnett of Basnett Plumbing and Heating, Littleton, MA, says that the conversations were "so lively and fun. I like how interactive the sessions were, and it is great to hear how other contractors are implementing performance and what they did to succeed."

"Our theme this year is, 'It all starts with Service,'" NCI CEO Dominick Guarino told attendees during the opening general session. "Service is where problems are often identified before your customer notices them.

"Through testing, you can turn a service call into a replacement, system renovation, or upgrade lead. Done properly service can help you gather all the data you need to take the next steps with your customer."



Summit Scholarship recipients for 2023. NCI provides scholarships to deserving individuals who want to attend Summit but need a little help to make it work.

Recipients this year included (in no particular order) Iliana Aguirre, Bluebonnet AC Services; Alex Bond, Schneider's 72 Degrees; Dustin Cole, Cole Air; Tim Conway, Interstate Mechanical; Michael Greany, Air Rite AC; Mark Hanemann, Dynamic Air; Matt Hawkins, Harstone Heating; Michael Housh, Housh: The Home Energy Experts; Manuel Magallanes, Aire Frezco LLC; Ben Moore, Rich's AC; Ismael Saenz, Precision Air; Ricardo Soto, Casita Heating & Air; Kieran Stirling, Polar Bear AC; John Whitehead, Honest Heating & Cooling; Brian Wright, Crossway Mechanical.

He added that Summit 2023 is tightly focused on the High-Performance HVAC service team and how information moves from them to sales, installation, and beyond.

That evening all contractor attendees and vendor partners helped to kick off Summit 2023 in Branson during the Welcome Reception sponsored by Daikin Comfort Systems.

THE SESSIONS

Summit 2023 included 16 discussion forums facilitated by High-Performance HVAC expert instructors from National Comfort Institute. Discussion themes included:

- Profitable System Upgrade Leads Through Testing and Diagnostics On Service Calls
- Keep Customers Safe and Generate Leads with CO Safety and Combustion Testing
- Increase Sales Success by Properly Managing Service-Generated Leads
- Build Lifetime Customers with High-Performance Maintenance Agreements.

LOW-PERFORMANCE TOWN

Attendees were provided hands-on testing experience on several working HVAC systems to learn about delivering high performance through



Nick Guarino dressed for success for his "emcee" debut as host of the Reach for The Summit Game.



diagnostics. The systems were purposely set to achieve low performance/low efficiency, and attendees were tasked with improving both. NCI's Andrew Smith, Jeff Sturgeon, and John Puryear guided participants through testing principles, necessary instruments, and processes to help attendees discover the hidden defects impeding system performance.

GAMES, IDEA SHARING, AND COACHING

The Opening General Session kicked off Tuesday morning, April 18th. All attendees were treated to a rousing multimedia introduction, followed by an interactive game show called "Reach for the Summit."

The game show began with selecting two random contractors from the audience to answer multiple-choice questions from real-world installation and service scenarios.

The audience then had the opportunity to vote via the National Comfort Institute (NCI) Summit 2023 mobile app for the answer they thought was correct. The contractors earned

(Left) During the Low-Performance Town sessions, Jim Bergman of MeasureQuick demonstrates how this software helps capture airflow data from a working system.

points for correct answers, with the winner taking home a new NSI 6000 Low-Level CO Monitor.

Each question was followed up with commentary by David Holt and David Richardson, who discussed the merits of each answer and which way they felt the audience would vote.

The winner of the Reach for the Summit game was **Hunter Wallace of Progressive Heating** in Newnan, GA. Dawn Mroczek of GV's Heating in Glenview, IL, came in second.

JAN SPENCE'S KEYNOTE SCORES A TOUCHDOWN



Jan Spence

Noted lecturer, speaker, and author Jan Spence got the crowd fired up with her experiences as a professional female football player and award-winning businesswoman. Through speaking, training, and coaching, this TEDx speaker inspired Summit attendees to work hard to realize their core values and purpose to fulfill their service mission better. She set the tone for the conference.

IDEA MEETING ROCKED

Contractors convened for the popular contractors-only Idea Meeting hosted by Vince DiFilippo of DiFilippo's Service, Paoli, PA, and Mike Weil of NCI. This meeting was divided into



Dominick Guarino (left) and David Richardson (far right) present the **Small Contractor of the Year Award** to Jason and Elizabeth Nichol, JN Electrical, Bowerston, GA.



David Richardson (left) and Dominick Guarino (far right) present the **Medium Contractor of the Year Award** to Brian Wright (next to David) and Joel Torres of Crossway Mechanical, Tomball, TX.



Cardinal Heating and Air Conditioning's Dan Guttenberg and Luke Wrona were honored with the NCI **Large Commercial Contractor of the Year Award**.

two one-hour sessions: one dedicated to High-Performance Lead Generation and the other to Sales.

Attendees presented their ideas on each topic and then voted for those they felt were the best. The winning ideas were from:

- **Lead Generation:** *Dawn Mroczek*, GV's Heating, Glenview, IL
- **Sales:** *John Whitehead* of Honest Heating and Cooling, Marshalltown, IA.

PARTNER TRADESHOW

Twenty-two exhibitors arranged tabletop displays around the general session ballroom, so contractors could talk with them during breaks and regularly scheduled tradeshow hours.

New at Summit this year was our "High-Performance Product Expo." This 'toy-store' for HVAC contractors featured the latest innovations in tools, testing, and digital solutions from a select group of cutting-edge companies like TSI, Evergreen, and more.

All exhibitors also participated in NCI's annual Preferred Partner Prize Drawing.

AWARDS AND RECOGNITION BANQUET

NCI recognized several companies and individuals for excellence in training, technology, and sales. These recognitions are the highlight of every Summit event and 2023 marks the 19th year that NCI recognizes excellence in the High-Performance HVAC Industry.

Following is a rundown of the awards and the winners.

CONTRACTORS OF THE YEAR

Each year, NCI presents three Con-



Cliff Dennis (center) of Vassers of Richmond, VA received NCI's **David Debien Award for Technical Excellence**.



Ron and Scott Getzschman of Getzschman Heating (second and third from the left) along with some team members receive the **John Garofalo Implementation Excellence Award** from Dominick Guarino (left) and David Richardson (far right).



This year's **Scott Johnson Training Excellence Award** was presented to Tom Hearn (center) of Hearn Plumbing and Heating.

tractor of the Year Awards based on company size:

- Small (under \$2 million in volume)
- Medium (\$2 to 6 million)
- Large (more than \$6 million).

Contractor of the Year Awards go to companies that demonstrate consistent work in implementing performance-based testing on every service and installation call.

These companies also work to create a high-performance-based business culture in their firms, have strong service departments that incorporate high-performance testing into their service agreement programs, and who consistently sell system renovations.

Winners accomplish all the above by maintaining a strong training ethic within their overall company culture.

Here is a breakdown of this year's winners.

Small Contractor of the Year: *JN Electrical Temperature Control* of Bowersville, GA.

David Richardson, who presented this award to owners Jason and Elizabeth Nikkel, said, "This year's winner is known for a focus on craftsmanship in the community they serve. The founding principles were instilled by Jason's father and is now being carried on with the next generation.

"And the great news is that JN Electrical saved their customers money both on repairs and energy saving. How do they know? Because they measure!"

Medium Contractor of the Year: *Crossway Mechanical LLC*, Tomball, TX.

NCI CEO Dominick Guarino presented the award to Owner Brian Wright. According to Guarino, Crossway embraced the high-performance



Will Horner (center) of Canco ClimateCare took home the 2023 **High-Performance Sales Excellence Award**.



AJ Simmons (second from left) and Jimmie Vasquez (second from right) represented Daikin Comfort Technologies, recipients of **NCI's Preferred Partner Award**.



The 2023 NCI **Chairman's Award** recognition went to Greg Wallace (center) of Progressive Heating, Cooling, and Plumbing.

approach from the minute they started training with NCI in 2018.

"One of the things that makes this organization truly stand out is they don't cut corners," Guarino said.

"They test nearly every home they encounter and offer the right solutions for each customer's individual problems."

Large Contractor of the Year: *Cardinal Heating and Air Conditioning* of Sun Prairie, WI.

Presenter David Richardson described Cardinal as a full home-services company focused on providing the ultimate customer experience.

He said, "They focus on CO safety and providing customers with innovative solutions. That requires training and education — something that the management team at Cardinal are big believers in. They even have their own university!"

Accepting the award on behalf of the company were Luke Wrona and Dan Guttenberg.

RECOGNITION AWARDS

In addition, NCI recognizes individuals for their contributions toward the advancement of the high-performance approach to HVAC contracting. These awards and this year's winners include the following:

- **David Debien Award for Technical Excellence** – Cliff Dennis, Vassers Service of Richmond, VA
- **John Garofalo Implementation Excellence Award** – Getzschman Heating, Fremont, NE
- **Scott Johnson Training Excellence Award** – Tom Hearn, Hearn Plumbing and Heating, Madison, OH
- **High Performance Sales Excellence Award** – Will Horner,



Robin Falke (second from left) joined David Richardson and Dominick Guarino in presenting the inaugural **Rob Falke Servant Leadership Award** in honor of her late husband and NCI President Rob Falke. The winner was Michael Greany of Aire Rite Air Conditioning and Refrigeration.



Dominick Guarino (left) and David Richardson (right) present the inaugural **Spirit of Independence Award** to Joseph Storey and Joseph Mitchell of Austin Energy who accepted the award on behalf of winner Tom Turner.

Canco ClimateCare, New Market, Ontario, Canada

- **Preferred Partners Award** -- Daikin Comfort Technologies
- **The Chairman's Award** -- Greg Wallace, Progressive Heating, Cooling, and Plumbing, Noonan, GA

In addition, NCI introduced two new awards during the 2023 Summit:

ROB FALKE SERVANT LEADERSHIP AWARD

This new award is named for NCI President Rob Falke who passed away in 2022. Rob represented the epitome of service to others and the criteria for this recognition is based on how Rob lived his life as a servant leader:

- Always ready to help others and encourage them to succeed
- Serves the people he manages or leads with humility and grace
- Puts others ahead of self in terms of giving credit and praising achievement
- Fosters leadership in others.

"I've known our winner for many years, in fact he has been a force of change at every Summit he has attended since 2015," said Dominick Guarino.

"Not only does he continually attend every class NCI offers in his area, he usually drags five or six people along with him. He is a great example for his fellow employees to follow, and would literally give the shirt off his back to help others, which he actually did at a Summit several years ago."

The inaugural recipient of this award is **Michael Greany** of Aire Rite Air Conditioning & Refrigeration, Corona, CA.

SPIRIT OF EXCELLENCE AWARD

This addition to the NCI recognition



Contractor attendees capturing ideas during one of the sessions at the 2023 High-Performance HVAC Summit.

program is to honor those individuals who dedicate a great part of their professional careers to help raise the bar in the HVAC Industry.

According to Dominick Guarino, the inaugural winner of this award, "has been living and breathing high-performance for many years, even before NCI started using this term.


"He doesn't own an HVAC company, nor does he work for one. Instead he has been working for a utility company for decades to help drive high-performance among the contractors in the community he serves."

The first recipient of this award is **Tom Turner** of Austin Energy, Austin, TX.

Congratulations to all the winners and to all the attendees who help make Summit great every year.

STAY TUNED FOR SUMMIT 2024

Mark your calendars for September 10-13, 2024. Summit moves to Asheville, NC in September.

We will have more information on pricing and registration in the very near future at gotosummit.com. 

Connected? Goodman has a solution!

Introducing the easy **Goodman®** trifecta



Goodman systems with
ComfortBridge™

Google Nest Thermostat E
+ Goodman



CoolCloud App™



For more info visit www.goodmanmfg.com/products/controls/goodman-nest

*The full text of Goodman limited warranty on this product may be viewed at www.goodmanmfg.com/products/controls/, or may be requested in paper by contacting us at 19001 Kernier Road, Waller, TX 77484.
Our continuing commitment to quality products may mean a change in specifications without notice. ©2023 Daikin Comfort Technologies North America, Inc.

Combustion and CO Safety Training

Learn how to improve customer's system performance,
prevent carbon monoxide (CO) hazards, and increase profitability

Get the technical knowledge you need to prevent CO hazards, improve system performance and increase profitability with NCI Combustion Performance & Carbon Monoxide Safety training.

Prevention is the key to avoiding Carbon Monoxide hazards in the home. Each year thousands of people in the United States become ill or die from CO poisoning. Without full combustion performance & CO safety training, there is no way of knowing whether a system is safe or efficient.

Not only will you be saving lives by becoming CO Certified, but you will be opening the door to new sales opportunities and greater profit.



Learn more and Register Today at ncilink.com/CO or call 800-633-7058

National Comfort Institute Membership Has It's Benefits: Welcome to the June 2023 PowerPack



This month's PowerPack focuses on the start to the air conditioning season. This PowerPack is only for National Comfort Institute (NCI) members.

So what is a PowerPack? It is a curated package of various downloads of how-to content that provide members help on their High-Performance HVAC journey.

Non-members do not have access to these benefits.

ALL members can access these tools through this PowerPack portal during the current month. For **June 2023**, the PowerPack includes:

- ◆ **Expanded Cooling Equipment (1 to 30 tons) Nomenclature Table (Download)**
- ◆ **NCI Manufacturer's Data Locator (Download)**
- ◆ **Generic Cooling Capacity Table (Download)**
- ◆ **Refrigerant Charging: It's Not Just Superheat and Subcooling (Article)**
- ◆ **Advanced Temperature Diagnostics (Recorded Webinar).**

We think members will find these tools and training materials very helpful as they continue to grow their High-Performance HVAC business.

If you are interested in learning more about membership with NCI and/or some

of the benefits (including the PowerPack), just call **800-633-7058** and talk to one of our customer care representatives.

ANOTHER AMAZING MEMBER BENEFIT: NCI BUCKS!

One of the best benefits of National Comfort Institute membership is called [TIPP \(Training Incentive Partner Program\)](#). This program is unique in that it takes rebates earned from making purchases through [NCI's Member Rewards partner companies](#) and converts them



into [NCI Bucks](#) which members can use at any time to help reduce the cost of NCI training for their High-Performance HVAC Contracting teams.

Let's face it – training is expensive no matter how you look at it. TIPP is designed to help NCI members earn money toward training through purchases made with our partners.

Many members have NCI Bucks ready to use for training their techs right now. It doesn't matter if the training is in-person, online, online live, or the NCI conference. Members have three ways to earn Bucks:

- Earn NCI Bucks through TIPP
- Buy seats in training classes
- Get Bonus Bucks with NCI's [Learning Excellence Member](#) options.

A membership with NCI enables contractors to take advantage of this powerful membership benefit at any time.


Do you want to learn more? Call the NCI helpline at **800-633-7058**.



WELCOME TO OUR NEW MEMBERS

Membership in an organization like National Comfort Institute (NCI) is a step toward becoming a High-Performance HVAC Contracting firm. It is a commitment that has an extraordinary impact on your business and your team.

So, it is our pleasure to recognize and welcome those new members who joined our ranks recently:

- ◆ Polar Bear Air Conditioning, Georgetown, CI
- ◆ Lickety-Split AC, Plumbing, and Electric, St. Augustine, FL
- ◆ Blue Valley Heating and Cooling, Longmont, CO
- ◆ Sun Kool AC, Ocala, FL
- ◆ Comfort Science Solutions, Oak Island, NC. 

Simplify Your Pricing!



**THE NEW
FLAT RATE**

info@menupricing.com

For information on advertising in **High-Performance HVAC Today**

email:
[advertising@
hvactoday.com](mailto:advertising@hvactoday.com)



TO YOUR
Success

The **#1** gifting service for
home service companies



**CUSTOMIZED GIFTS
& AUTOMATION**

WWW.TOYOURSUCCESS.COM

Baker
Distributing Company

Nu-Calgon

iWave-R

RESIDENTIAL AIR CLEANER



Kill mold, bacteria & viruses

- Patented self-cleaning design ensures ongoing peak performance
- Needlepoint ionization actively treats air in the living space
- For duct systems up to 6 tons (2400 CFM)
- Easily installs in minutes in A/C system
- Multi-Voltage input – 24VAC to 240VAC

Bakerdist.com/indoor-air-quality

ENJOY **HIGH-PERFORMANCE HVAC TODAY™** monthly in print at your doorstep

We hope you are enjoying the **FREE** digital edition of High-Performance HVAC Today! You can also have the printed monthly issue delivered to your office or home at a low price.



SUBSCRIBE TODAY!

Go to our website at ncilink.com/subscribe or scan the QR Code to the left and sign up online and don't miss an issue!



800-633-7058 • HVACToday.com/subscribe

Advertiser Index

Arzel Zoning Technology, Inc. www.ArzelZoning.com	5
Baker Distributing Company www.BakerDist.com	24
Duct Saddles www.DuctSaddles.com	11
Evergreen Telemetry www.EvergreenTelemetry.com	2
Goodman Manufacturing www.GoodmanMfg.com	22
Lazco Corporation www.Lazcocorp.com	25
R.E. Michel Company www.REMichel.com	16
Sauermann www.sauermanngroup.com	12
TEC (The Energy Conservatory) www.energyconservatory.com	11
The New Flat Rate www.TheNewFlatRate.com	24
To Your Success www.ToYourSuccess.com	24
Tru Tech Tools www.TruTechTools.com	8

To Subscribe to High-Performance HVAC Today:

ONLINE: Visit HVACToday.com/subscribe for a FREE digital subscription.

PRINT: 1 year/\$72; single copy \$7. Canada: 1 year/\$92; single copy \$9. Payable in advance with U.S. funds. Prepaid subscriptions may be sent to: High-Performance HVAC Today, PO Box 147, Avon Lake, OH 44012. Phone: 440-949-1850; toll free 800-633-7058; or visit HVACToday.com/subscribe to order online.



HIGH-PERFORMANCE HVAC TODAY

Publisher

Dominick Guarino

Editor-in-Chief

Mike Weil

Art Director

Judy Marquardt

Online Development Director

Brian Roseman

Circulation Manager

Andrea Begany-Garsed

Go to ncilink.com/ContactMe with your comments and questions.

TURN YOUR SURPLUS HVACR Equipment into Working Capital

Lazco Corp. Can Save You BIG MONEY on Your HVACR Purchases!

Beginning in January, you can no longer sell 14-SEER equipment in many parts of the country. Also, certain gas-fired furnaces can no longer be sold.

- Lazco Corp. will Purchase any Surplus or Obsolete Residential and Commercial HVAC Equipment.
- Lazco Corp. Also Buys Used Chillers, Boilers, Rooftop Units, Cooling Towers, Generators, Transformers, Switchgear, and Breakers.
- Lazco Corp. Will Save You Money on Your Equipment Purchases.
- When You Need HVACR Equipment, Lazco Corp. Can Help Save You Money.

lazco Corp

Send to: Lazcocorp@gmail.com
www.lazcocorp.com

Another Amazing Summit Thanks to You!



Dominick Guarino
is publisher of
*High-Performance
HVAC Today* magazine
and President & CEO
of National Comfort
Institute, Inc. He can
be reached at [ncilink.
com/ContactMe](mailto:ncilink.com/ContactMe)

Contractors and other industry professionals descended on Branson, MO this April to make this year's High-Performance HVAC Summit one of the best ever.

The spirit of Summit was alive and shining as participants connected and openly shared successes, failures, and their hopes and ideas for the future. What always strikes me about this gathering are the relationships, both new and existing, that form and intensify during the days of this comprehensive event. A hard-to-describe feeling permeated through every part of Summit this year.

WISDOM OF THE GROUP BREAKOUTS

As I spoke to participants over the three-day event, many said one of their favorite aspects was how breakout sessions weren't typical seminars. They said they liked the mastermind-style discussions on specific areas of implementation that drew from the "Wisdom of the Group."

In all there were 16 sessions focused on 4 major topic areas: Lead Generation Through Air-side Testing, Combustion Testing and Follow-through, Generated Testing-Lead Handling, and High-Performance Maintenance Agreements. Truly great discussions and ideas came out of these sessions. More later on how you can view them if you missed Summit this year.

NEW ANNOUNCEMENTS

Several key announcements were made during the general sessions. Especially notable were all the new partnerships formed with instrument and software vendors, a new financing program, and several new NCI classes including [System Design](#), and [Refrigerant-Side Performance](#).

We also previewed NCI's new headquarters and training center in Eastern Tennessee, and so much more.

FUTURE OF HIGH-PERFORMANCE PANEL

One of the standouts of this year's conference was the panel discussion featuring five industry thought leaders: Jim Bergmann with MeasureQuick, Bill Spohn with Trutech Tools, Steve Rogers with TEC, Michael Hyde with Hyde's Air Conditioning, and Daniel Squires with Vincent's Heating & Plumbing. The lively panel took a close look at how far the High-Performance HVAC industry has come, and where it is going.


Topics included fast-changing testing technology, and how verifying performance will continue to get easier, faster, and more accurate. The discussion also covered homeowner education, training to keep up with emerging technologies, challenges in testing on service and installation, where the industry will be in five years, and more.

NEW NCI AWARD

A major highlight of this year's Summit was the introduction of a new NCI Award: The **Rob Falke Servant Leadership Award**. This award in honor of NCI's late president Rob Falke was presented by his widow, Robin Falke to a well deserving industry professional, Michael Greany.

Much like Rob, Michael is all about serving and edifying others within and outside our industry. He is a shining example of a servant leader, and our industry is a better place with him in it.

IT'S NOT TOO LATE

This column just scratches the surface on Summit 2023. If you didn't make it this year, NCI is offering the next best thing. Go to ncilink.com/Summit23Vids to learn how you can watch recordings of Summit along with your entire team. Be sure to check out our special offer that includes a seat to our next Summit in Asheville, NC next September 10-13, 2024. 



Cutting-Edge Training

From The Industry Leader In High-Performance Contracting™

Think you know airflow? Think you know carbon monoxide safety? Think you know how to solve your customer's comfort issues? Be sure. Don't guess. Find the training and expertise you need from the National Comfort Institute (NCI). Only at NCI will you find certification courses like Duct System Optimization and Combustion and Carbon Monoxide Safety, taught by leaders and innovators in the HVAC industry. Find out why NCI says, "If You Don't Measure, You're Just Guessing!™" Visit the link below or call **800-633-7058** to find classes near you.

UPCOMING NCI TRAINING SCHEDULE

PUBLIC LIVE TRAINING

Combustion Performance and Carbon Monoxide Safety Certification Program
August 29-31: Glen Burnie, MD

PUBLIC ONLINE LIVE TRAINING

Commercial Air-Side Recertification - ONLINE LIVE
June 6-7

Residential HVAC System Performance - ONLINE LIVE

June 20-21: *Part 1*
June 27-28: *Part 2*

Residential Air-Side Recertification - ONLINE LIVE
July 11-12

*NCI training sponsored/subsidized by Southern California Edison (SCE) for qualified local contractors.

**NCI training sponsored by TECH Clean California for qualified local contractors.

PUBLIC ONLINE LIVE TRAINING (cont.)

Combustion and Carbon Monoxide Recertification - ONLINE LIVE
August 15-16

*SCE SPONSORED LIVE TRAINING

Commercial Air Balancing Certification Program
June 6-8: Anaheim, CA

Advanced Air & Hydronic Balancing Training Program
June 19-23: Anaheim, CA

Performance-Based Selling Bootcamp
June 27-29: Anaheim, CA

Commercial System Performance Certification Program
July 11-12: Anaheim, CA

Test and Certify Ventilation Systems and Economizers Certification Program
July 25-26: Anaheim, CA

*SCE SPONSORED LIVE TRAINING (cont.)

Residential HVAC System Performance and Air Balancing Certification Bundle
August 15-17: Anaheim, CA

High-Performance HVAC Design and Redesign
August 22-24: Anaheim, CA

****TECH CLEAN CALIFORNIA TRAINING**
ncilink.com/TECHCleanCA
Airflow Testing and Diagnostics
July 27: Anaheim, CA

NCI
National Comfort Institute, Inc.

Visit **NCIlink.com/ClassSchedule** to view the latest schedule.



SAVE 25%
With Summer Onsite Training!

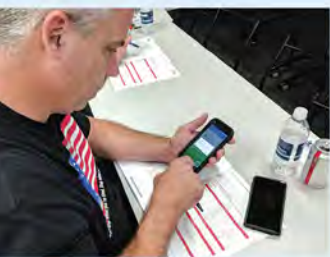
For Onsites Between June 1st and August 15th



Book your training today for any time between June 1st and August 15th, and save thousands off our regular rates (Members save even more!)

Here are just a few reasons onsite training is an incredible value:

- The schedule and content can be customized to meet your specific training needs
- One affordable price to train, certify, and/or recertify your entire team
- Your team gets more one-on-one time with the instructor
- Bonus evening sessions with our instructors at no additional cost!
- We can train all areas of your company, so everyone is on the same page
- You have **NO TRAVEL EXPENSES** because we come to you. We train in your facilities. This means so much less downtime for your team.
- You can earn NATE, BPI, and even State CEUs (where applicable)
- You can recover your investment in weeks by implementing what you learn right away.



SO WHY WAIT?

Onsite training slots fill up fast – especially with this special summer offer. Bring NCI certification training to your technicians and keep your company on the cutting edge of High-Performance HVAC. Lock in your discounted summer training dates today. The NCI Summer Onsite schedule is filling up fast!



Contact Nick Guarino at 800 633-7058 or email NickG@ncihvac.com to lock in your dates!