

OESP News



Oil & Energy Service Professionals

EEE Convention Issue 2018

On the inside

OHC Update	2
President's Message	3
Chapter Updates	4
EEE Sponsors	10
Message from Taco	12
Message from Beckett	13
Technical Update: Duct Design	16
Executive Director's Message	18

Now accepting ads for the August 2018 issue of the OESP News. Ads must be in by July 1.

OIL & ENERGY SERVICE PROFESSIONALS

312 North Avenue East
Suite 5
Cranford, NJ 07016
Tel: 888.552.0900
Fax: 908.967.5044
Email: info@thinkoesp.org

Visit Us Online

www.ThinkOESP.org

Get connected with other OESP members:



[linkedin.com/in/thinkoesp](https://www.linkedin.com/in/thinkoesp)



[Facebook.com/ThinkOESP](https://www.facebook.com/ThinkOESP)



@Oesp1

OESP Student Competition Showcases the Industry's Future

OESP's mission of education has no clearer example than the New York area annual student competition which took place last month between Saunders Trades and Technical School in Westchester and the Bronx Design and Construction Academy.

More than 75 people consisting of students, field judges and teachers came together with countless sets of tools and instructions for a day of education with the best and the brightest up-and-coming service techs competing for their school to be proclaimed the competition champion.

OESP members and industry professionals donate their time and materials to ensure that these rising stars will have this critical hands-on training. Students spend three to four years preparing for this competition which often leads them to plenty of competitive job offers.

High school students competed in five areas: Hydronic boiler piping; Steam boiler wiring; Hydronic boiler troubleshooting; Combustion analysis and Parts identification, Special events for 10th graders included completing a pipe square in sweat pipe and a low voltage wiring board.

The day is spent showing off their knowledge as teachers, judges and industry professionals look on. Diagrams are created that the students follow to complete their project. The students are judged in areas such as accuracy, technical knowledge, safety, time,



Instructors Chris Montalvo of Saunders and Pete Gonzalez of BDCA

teamwork, workmanship and manipulative skill. A very specific rubric is followed for scoring. The highest scoring school overall is crowned the champion.

Pete Gonzalez and **Orvil Boatswain** are Work Based Learning/HVAC instructors for the Bronx Design and Construction Academy. Together, they are a seasoned team with nearly 40 years of teaching experience between them.

"We had 29 kids, grades 10-12, participate this year and we put on this program for 29 different reasons," Gonzalez said. "The kids love it because they want to showcase what they have learned over the last three years. They also know that industry professionals are here judging them, and they want to demonstrate they are employable."



Alex Taliana leading the parts identification competition

"This event is not used as a grading assessment," Gonzalez added. "But rather I use it to assess my teaching and make sure I'm giving them everything they need to be successful."

Chris Montalvo and **Jason Hallock** are the instructors for Saunders. A few years ago, Chris took over the department from **Tom Sabia**, long time instructor and OESP member. Before coming to work at Saunders, Chris taught

in Manhattan in an HVAC program and was able to bring his students to the competition to participate in the wiring event. This is Montalvo's third year participating with Saunders and with

(cont'd on page 21)

Oil Heat Cares Helps 95-Year-Old Woman Recovering from Hip Surgery

Katherine Burk is a lovely 95-year-old woman who still lives in the home she and her husband have occupied in all their lives, in Catonsville, Maryland.



Recently, Mrs. Burk had hip replacement surgery.

That, along with other health issues over the winter, made Mrs. Burk very upset when she was told that she needed a new boiler.

“She cried on my technician’s shoulder,” OESP National President **Ralph Adams** said. “We were at her house checking her failing equipment and she just broke down in tears.”

There was no way Mrs. Burk could afford a new boiler and she was hoping, as a last resort, that she could get a loan.

Thankfully, Oil Heat Cares came through to help.

John D’Angelo and **Kody Foster** from Parker Fuel Company helped **Glen Robinson** and one of his employees from Warthen Fuel install the boiler.

Thank you to RW Beckett for providing a discount on the burner and to RE Michel for discounting the boiler and piping kit. Warthen Fuel donated an automatic water feeder and both Parker and Warthen provided the remaining small parts and all the necessary labor at no cost.



Katherine Burk stands with her new oil burner and the technicians from Parker Fuel Company who installed it.

Together, through the generosity of our members, OESP continues to make a tremendous difference for those who need us the most.

Oil Heat Cares is a 501(c)(3) not-for-profit foundation that assists needy persons and organizations with the replacement of their oil heating appliances. To learn more about Oil Heat Cares or to donate time, talent, equipment or supplies, visit oilheatcares.com.

Welcome, Servco Oil & Propane!



Welcome to our newest corporate member: Servco Oil & Propane!

Family-owned and operated since 1962; Servco Oil is deeply committed to quality in everything we do. We offer a full range of home comfort services, including

premium BioHeat® home heating oil and HVAC high-efficiency replacement equipment. Servco specializes in long-term customer relationships in which the customer enjoys exceptional peace of mind.

Our customers rely on us for all their home comfort needs. We maintain your equipment with expert care and install premium, high-efficiency equipment. We offer the same fair pricing options to all of our customers along with several other ways for you to save through our Payment Discounts.

Learn more about Servco Oil & Propane at www.ServcoOil.com.

Message from the President

By Ralph Adams

Welcome to OESP's special 65th anniversary issue of *The OESP News*, coinciding with the annual not-to-miss Eastern Energy Expo, "Where Energy and Comfort Meet!"

It has been an honor to serve as President, this second year of my term. I am happy to say that plenty has been accomplished by the OESP leadership team. Our National Board, chapters and committees are full of so many talented contributors, there are simply too many to thank. But in as best as it can be said, we could not have accomplished so much this year without the extensive support of so many.

Our financials are stronger than in recent history, thanks, in part, to the partnership created by the Eastern Energy Expo. We are happy to report that OESP ended 2017 with a healthy profit for the second year in a row and we expect the same success in 2018. We are beginning to refuel the coffers that were depleted in years past and feel confident that OESP is becoming stronger than ever.

We have continued to improve our communications to members and our membership numbers are holding steady thanks to the diligent work of our membership team under the leadership of **George Fantacone**. It is the testament to a hard-working and effective board, committee and management office.

We proudly welcomed six new corporate members in 2018: **Advanced Fuel Solutions, Fluid Industrial Associates, Fuel Ox, Plimpton & Hils, Rinnai, and Servco Oil & Propane**. We see this as a positive sign that OESP continues to thrive in our industry. The fact that these companies value visibility to our members speaks volumes about our chapters, programs and mission. I commend those who are on the front line of the association continuing to provide this value every day.

Whether you are a manufacturer, a service manager or a technician, OESP provides critical opportunities for education at all levels. Just attend one of our 20-22-chapter meetings a month and you'll receive education. That's why so many of your peers dedicate themselves to the membership effort. While it requires time, energy and passion, we all benefit from a strong and growing, consistent base of opportunity. Please join us in our

efforts as often as possible.

As education is a passion of mine, I believe that this effort is critically important to the mission of OESP and I thank the chapters for enabling the future of our industry.



I am also very passionate about Oil Heat Cares, which has done some fantastic work this season, providing heat to many needy families in the various regions served by OESP. I would like to once again thank **Dave Besette** and his dedicated committee for reviewing the applications and approving such vital projects throughout the year.

Another initiative that I feel very strongly about is supporting our youth – the next generation of our industry. I thank our **Dave Nelsen Scholarship** sponsors for their support as we award six scholarships at this year's 65th anniversary awards banquet, where we will also honor our past presidents and present this year's prestigious industry awards. And another thank you goes to **George Fantacone** for organizing the annual golf outing, the only major fundraiser for the scholarship.

Earlier this year, we launched a new OESP website. The new site is easy to use on any type of device – desktop computer, laptop, mobile phone or tablet. We also launched new sites for each chapter, putting all of OESP under one roof with the latest web technology. Please visit us at thinkoesp.org and look around – we have so much to offer.

This fall's Oilheat Retreat will be taking place at Harrah's Resort in Atlantic City, NJ, September 14-16. Since Atlantic City will be the site of the 2021 Eastern Energy Expo, I urge you to attend so you can see everything that the area has to offer, and then return home to your chapters and spread the word. Please join us, get even more involved and make an even bigger difference in OESP.

Thank you for empowering me to lead the charge for the past two years. It has been a memorable experience and I am grateful for the opportunity and trust. I look forward to speaking with you at the EEE about ways in which we can work even harder to advance the goals of our industry.

Welcome, Fluid Industrial Associates!



Welcome to our newest corporate member: **Fluid Industrial Associates!**

FIA is a stocking manufacturer's representative of plumbing and heating products by contract and distributes products throughout all six New England states. Our

business supports both the residential and commercial markets, selling products primarily through plumbing and heating wholesalers.

Our mission is to be the premier plumbing, HVAC, radiant heating and snow melting manufacturer's representative for the New England region by providing our customers industry-leading energy-efficient products, delivering superior customer service and being the recognized leader in training and education.

Learn more about Fluid Industrial Associates at www.FIInc.com.

Thank you to our dedicated photographers around OESP for sending in these fantastic chapter updates!



Quad Chapter April Meeting

On April 5, more than 150 people attended the annual CT Quad Chapter Meeting. All four Connecticut Chapters (CT Valley, Eastern CT, Fairfield and New Haven) were well represented. Guests from several other chapters were also present, including Rhode Island, Garden State, New York City, Pioneer Valley and Westchester County. We thank them for making the trip to join us.

The evening's events started with a table top trade show with 25 vendors showing their wares, followed by a fantastic dinner. There were two engaging guest speakers. **Chris Herb**, President of CEMA, gave a State of the Industry talk, followed by **Jeff Poole**, Assistant Chief Building Inspector of Southington. The evening wrapped up with a comedy performance from **AJ Man** and **Dave Riley** who were a huge hit.

Thank you to our vendors who donated numerous raffle and Silent Auction prizes. It was a great night of learning and comradery. Thank you to everyone who helped make this event such an overwhelming success.



Rhode Island Chapter

Twenty members attended the Rhode Island Chapter's April meeting to listen to a presentation by **Steve Kelly** of E.W. Leonard Company. The group enjoyed Steve's discussion about Centrotherm venting.

For more information on the Rhode Island Chapter, please visit rhode-island.thinkoesp.com.org.





Southeast PA Tech Night

We had a great turnout at the April Southeast PA Tech Night held at the Lancaster County Career and Technical Center – Brownstown Campus, including technicians and managers from several local heating, plumbing and mechanical companies. In addition, we welcomed eight students from the Lancaster County Career and Technical Center.

Mike Arnt, HVAC instructor for the school, provided the group with a review of air conditioning equipment and refrigerant. Mike described in detail how refrigerants have been required to change over the years and the mechanisms that create the removal of heat and the cooling of a typical home or business.

Mark Elmer of APR Supply Company also presented. Mark gave an in-depth explanation on the importance of air flow as it relates to HVAC units and duct work. Mark demonstrated several tools of the trade and explained the use and application of each.

Thermopride Company generously supported the event by providing drinks, snacks, and pizza / wings for the training. For more information about the Southeast PA Chapter, please visit southeastpa.thinkoesp.org.



Students at Lancaster County Career & Technical Center. Three of the five students are currently on internships at area companies Groffs, Home Climates, and Brubaker, Inc.



Mike Arnt, Instructor at Lancaster County Career & Technical Center, Brownstown Campus



Shannon and Shervin Heisey of Musselman's Plumbing/ Heating & AC



Tom Tubman of AEC



Pictured from left: Jim Apgar, Mark Evans, and John Belzner of Apgar Oil

Lehigh Valley Chapter



Tom Tubman of AEC spoke to an interested group of attendees at the Lehigh Valley OESP Chapter last month.

Tom discussed the message of the Natural Gas Utilities, telling homeowners to "Convert and Save with Natural Gas," and the affect this has on the oil industry. He explained the benefits of working with the AEC and hopes that many will be supporters.

For more information on the Lehigh Valley Chapter, please visit lehigh-valley.thinkoesp.org.



Pictured from left: Curt Martin of RW Beckett, Art O'Sullivan of VPR, Ed Peter of Wackenhut Co., Brian Kiernan of Energy Kinetics, and Gene Wolfgang



Westchester Chapter

Last month, the Westchester Chapter was fortunate to have **Bruce Bartlett** and **Tim Warnecke** of Platsky Company speak about Bosch mini splits. After their interesting presentation, there was a roundtable discussion conducted by **Peter Gaspirini** to educate installers about new rules and regulations that are being implemented by Con Ed. Most members were not aware of these changes and his input was very well received.

For more information about the Westchester Chapter, please visit heatcoolpros.org.



Mike Riddell of Nidec

Bucks Mont Chapter



The Bucks Mont Chapter held its monthly meeting on Wednesday, April 11 at a new location in Fort Washington, PA. It was a combined technical training school and general meeting. More than 30 people came out to learn about ECM motors. The speaker for the night was **Mike Riddell** of Nidec / U.S. Motor. Mike engaged the entire group as he delved into ECM trouble shooting, programing for OEM replacement, upgrading from PSC to ECM and cost saving.



Long Island Chapter

The Long Island Chapter hosted **Vinnie Ventura** of Venco Sales last month. Vinnie discussed Burnham K2 Combi with a group of more than 40 people. The group enjoyed a great presentation, great food and great company. **Nick Strano** and **Pat Perry** were 50/50 winners.

For more information on the Long Island Chapter, please visit long-island.thinkoesp.com.org.



Delaware Valley Chapter



Last month, Delaware Valley Chapter members gathered for an informative meeting. **Anthony Reikow** of B.J. Terroni was the guest speaker. Anthony spoke about what's new at Taco, specifically Electronically Commutated Motor (ECM) Technology for hot water boiler circulators and Domestic Hot Water units (DHW) using ECM motors. Of notable mention, Taco has an accessory that can shut down the entire water supply for a building to help prevent flood damage from an undetected water release.

We also found out how the new Taco eLink Connectivity application (phone application) can help give support to field techs by providing the specs and general information on any Taco product outfitted with a green NFC tag. Taco WiFi capable products were also discussed. As always, Anthony was a wealth of information.

For more information about the Delaware Valley Chapter, please visit delaware-valley.thinkoesp.org.



Anthony Reikow of B.J. Terroni



Pictured from left: **Dan Duffey** of D.E. Duffey, **Jim Rafferty** of McLaughlin PHC, **George Christiansen** of F.C. Haab Co., **Antony Reikow** of B.J. Terroni

It's easy to have your chapter featured! Just take some photos and send us information about your meeting. Email the pictures and details to the OESP office at lstrug@thinkoesp.org.



Central PA Chapter

The Central PA Chapter had a well-attended meeting with **Anthony Reikow** from BJ Terroni as our speaker. The topic was near boiler piping on condensing boilers and the importance of using a buffer tank for proper operation, giving home owners the best bang for their buck.



For more information about the Central PA Chapter, please visit central-pa.thinkoesp.org.



Mid-Atlantic Chapter

The Mid Atlantic Chapter happily welcomed several technicians to its April meeting. A great group attended to hear Apion discuss Freon and refrigerant testing. As part of the presentation, Apion displayed and explained how their Freon Recovery machines worked to meet HVAC code requirements and help reduce environmental greenhouse gases. The general meeting followed the training where the new BOD was elected. Welcome new board members **Glenn Robinson** from Warthen Oil as President and **Andy Kellington** of Magnolia Plumbing as Second VP.

For more information about the Mid-Atlantic Chapter, please visit masma.org.



Garden State Chapter

The Garden State Chapter met last month at Libretti's Restaurant to listen to speaker **Tom Pimlott** of Sid Harvey's. Tom gave a presentation on "What you need to Start Your A/C Season" and was able to answer many questions from the members and the technicians.

Tom also gave solutions to common problems and products that could be used to make the A/C Startup go smoothly.

For more information on the Garden State Chapter, please visit garden-state.thinkoesp.org.





Pioneer Valley Chapter

The Pioneer Valley Chapter gathered for an engaging presentation by **Rick Glownia** of JAD Associates. Rick discussed the many solutions FPPF has to offer for every fuel system problem. Please join us for our next chapter meeting on May 23 at Tavern Restaurant in Westfield. Please check the OESP website for additional details.



Eastern CT Chapter

There was a fantastic turnout at the April Eastern CT Chapter meeting. Members and guests enjoyed two very informative speakers. **John Manning** of RW Beckett discussed changes and modifications in the latest Beckett Aquasmart controls and Wells. And **Ed St. Jean** overviewed the Bock Water heater lines, Accumotion variable speed hydronic circulators, and the Olsen HVAC line. We thank them both!

For more information on the Eastern Connecticut Chapter, please visit eastern-connecticut.thinkoesp.org.



Many chapters have new websites! Visit thinkoesp.org to see your new site!

Don't see your chapter on the website calendar? Email your meeting dates to lstrug@thinkoesp.org to have them included.



EEE EASTERN ENERGY EXPO

WHERE ENERGY & COMFORT MEET

2018

Thank You to OESP Sponsors of the EEE

Expo Sponsor



Diamond Sponsor



Diamond Sponsor



Technical Education Sponsors



Own the Classroom Sponsors



F.W. WEBB COMPANY

Honeywell



BOSCH

Rinnai

Opening Reception Drink Sponsor



Opening Reception Arcade Game Sponsor



Opening Reception Food Station Sponsor



Opening Reception Food Station Sponsor



Banquet Dessert Sponsor



Beckett

CORPORATION

CleanCut® Pumps

There's a new member
in the family...



Introducing the PF10323

- New, additional supplier for CleanCut® pumps
- Same performance you've come to trust
- Universal strainer for single-stage pumps
- New RW Beckett specific pump part numbers

VISIT US AT BOOTH
301
EASTERN ENERGY EXPO 2018

Be sure to visit www.beckettcorp.com to see these and other Beckett products!

USA: R.W. Beckett Corporation - Ph: (800) 645-2876 - Fx: (440) 327-1064 | Canada: R.W. Beckett Canada Ltd. - Ph (800) 655-6972 - Fx: (519) 763-5656

A Word From Our Sponsor: Taco Comfort Solutions



For almost a century, Taco Comfort Solutions has been a leader in providing the latest technical advancements in wet rotor circulators, starting with the Perfecta model in the 1960s, through the "00"

Series (to include the venerable 007 model), to today's ECM equipped, high-efficiency 00e™ Series.

This technology is where high-efficiency and comfort come together as one. Our current family of 00e ECM circulators – the 007e™, 00e VR/VT models; the 0015e3™ (for three easy settings); the variable speed 006e3 for domestic hot water recirculation systems; and the 1915e light commercial circ, designed for hot or chilled water hydronic applications, also available in stainless steel for potable water systems.

All of our latest ECM circulators are equipped with the SureStart® unblocking and air purging feature, and most have BioBarrier® protection against system contaminants. They use up to 85% less electricity than conventional circulators and have been engineered the Taco Way for easy

installation and trouble-free operation over the life of a hydronic system.

Along with state-of-the-art products built for American systems, Taco is a leader in training and education across the HVAC professional spectrum – from plumbers and mechanical contractors to engineers, facility managers, architects and building owners. We support their efforts with an ever-evolving range of software tools and building management systems to make their jobs easier, and our technical support – over the phone, online, in person or in the field – is second to none in the industry.

As a company with a long history and deep involvement in the industry we all support, we believe in relationship building and the importance of people-to-people associations. To us, people always come first, and the all-important comfort goal we work for every day means more than just hardware; it's about caring too.

At Taco Comfort Solutions, we care especially for the dedicated professionals in the deliverable fuels business and organizations like OESP that support them, because our company started and has survived and prospered for almost 100 years because of you.

You are in Taco's DNA, and we hope we are in yours, too.

2018
CARE TO RIDE
Motorcycle • Bicycle • Run • Walk Monday, May 21
Foxwoods Resort, Mashantucket, CT

OIL HEAT CARES!
Care to Ride

OIL HEAT CARES!
Care to Ride

OIL HEAT CARES!
Care to Ride

Motorcycles: 10 am
Bicycles, Walkers, Runners: 2 pm

All funds go to **Oil Heat Cares** - a 501(c)(3) organization.

Invite your friends, neighbors and coworkers to support your efforts, all for a good cause!

The poster features a background of a motorcycle tire tread. It includes three logos for "Oil Heat Cares! Care to Ride" (one blue, one red, one yellow) and a text box with event details and a call to action.

A Word From Our Sponsor: RW Beckett



Since 1937 the RW Beckett Corporation has been producing oil heating equipment for residential and light commercial applications. Now in its third generation of family ownership, Beckett has become a worldwide producer of combustion solutions, HVAC controls, air moving products, and fuel storage components.

The Ohio based manufacturer produces oil and gas power burners, controls and tank accessories at their facility in North Ridgeville, Ohio. Other Northeast Ohio Beckett facilities include Beckett Gas Inc. producing gas burners and Beckett Air Inc. for air moving products. Additionally, Beckett Asia Pacific is a Beckett owned division providing manufacturing and assembly for products sold in Southeast Asia and around the world. The acquisition of Worgas Burners Srl with locations in

Northern Italy and the United Kingdom has expanded the Beckett Gas companies into Europe and other markets.

With more than 80 years of service to the Oil Heat and related HVAC markets, RW Beckett continues to offer products and training for those products. Over the last 40 years, the company has trained well over 140,000 technicians, and Beckett is expanding training options as the need for technicians grows.

As the industry changes, Beckett remains at the forefront in developing products to meet new demands. We are committed to addressing the new challenges created by the next generation of heating fuels by making significant investments to better understand changing fuels and the impacts those fuels have on our products and the entire oil supply system. We wholeheartedly support the need to move the industry towards the use of renewable fuels. Oil heating is essential to a balanced portfolio of residential and commercial heating solutions for North America. It is our pleasure to serve you!



**DAVE NELSEN
SCHOLARSHIP
GOLF
TOURNAMENT**



**THANK YOU TO OUR
GENEROUS SPONSORS**



Closest to the Pin Sponsor



Registration Sponsor



Putting Green Sponsor



Registration Sponsor



Cocktail Party Sponsor



Contest Prize Sponsor



Is your business *getting the message out?*

Take advantage of new opportunities to get more deeply involved with OESP. **New Corporate Packages include:**



- Advertisements in printed and mailed newsletters
- Your ad on our website
- Your logo in our email blasts
- Sponsor message in newsletter
- Media coverage of your sponsorship
- Recognition at the EEE Awards banquet
- And ***much more!***

Please contact **Lisa Strug** in the association office to ensure that you are getting the best possible exposure for your company. Call us at **888-552-0900** or email at lstrug@thinkoesp.org.

Attend a chapter meeting... **FREE!**

Are you a new member? Or maybe not so new, but haven't been to a meeting in 6 months?

We invite you to **try a chapter meeting for free!** **RSVP** to the chapter to let them know you're coming and the meeting's **on us!**





Thank you to our Annual Sponsors



Honeywell



ECR

WÖHLER

Corporate Members

OESP thanks our Corporate Members for their support.

Advanced Fuel Solutions
 Aqua Motion
 B.J. Terroni Co.
 Bell & Gossett
 (A Xylem brand)
 Boston Environmental/
 TankSure/Service Edge
 Bradford White Corp.
 Carlin/Hydrolevel
 ECR International
 EDOS, INC.
 Emerson Swan

Energy Kinetics
 Field Controls Co.
 Fluid Industrial Assoc. **(NEW!)**
 Fuel Ox
 F.W. Webb
 General Filters
 Grundfos
 Honeywell Inc.
 Laars Heating Systems
 Mitsubishi Electric
 New Yorker Boiler
 PA Petroleum Assoc.

PB Heat, LLC
 Plimpton & Hills
 QHT, Inc.
 R.W. Beckett Corp.
 Rathe Associates
 Riello Burners of NA
 Rinnai
 Roth, USA
 Servco Oil & Propane **(NEW!)**
 Shipley Energy
 Sid Harvey
 Slant/Fin

Suntec Industries
 TACO, Inc.
 Testo Inc.
 Thermo Pride
 Torrington Supply
 Toyotomi USA, Inc.
 Universal Supply
 Group
 Venco Sales
 Weil-McLain
 Wohler USA, Inc.
 Z-Flex US, Inc.

By Ralph Adams, Parker Fuel Co., OESP National President
This article originally appeared in Oil & Energy Magazine.

If you are like many service professionals I have met, you probably think that your installations don't have any airflow issues. Well, I'll bet there are more airflow risks in your installation work than you think.

When you gain a mastery of airflow – which you can do – you'll be much better at installing and troubleshooting high-efficiency heating and cooling equipment. Your customers will notice the difference in both their comfort and their energy bills, and you'll benefit from great word of mouth.

Could sound airflow practices really make that kind of difference? I believe the answer is yes. Airflow challenges are everywhere, and the companies that get it right are outperforming the competition by a considerable distance.

They're Your Customers... For Now

How many of you have customers who have to replace the compressor in the a/c every couple years? The first thing the homeowner will say is that the old unit was 20-25 years old and never needed a replacement compressor. *Airflow issue!*

A customer with a high efficiency furnace that the heat exchanger needs replacement every couple of years? *Airflow issue!*

The homeowner thinks it's the unit's fault, that it's that "piece of junk." For the contractor, these issues really are missed opportunities. In most cases a homeowner chooses to replace the unit for a number of reasons, one of them is always to reduce energy cost, and they want you to help them get that done.

The U.S. Department of Energy (DOE) did a study that found most duct systems are between 60 to 70 percent efficient. That means we are losing 30 to 40 percent of our system efficiency in our duct system.

This also means that if you are selling your customers high-efficiency heating and cooling systems *without looking at the delivery system*, you are not delivering the efficiency that the homeowner is expecting from the equipment – and from you. Instead you are letting them down and probably setting them up for chronic system problems.

We must look at the entire system, not just the equipment in the basement! We need to start by properly sizing our equipment. *Bigger is not better.* Think about it like this: If we have a heating or cooling system that is too big for the home, it's like taking a car and driving it in the city, where it gets 10 miles per gallon. A properly sized system is like taking the car out to the highway, where it gets 18 miles per gallon – by far its more efficient mode of operation. A load calculation should be done on every estimate we do. The load calculation will give us the size requirement of the building and help us size the heating and cooling equipment. It will also tell us the required cubic feet per minute (CFM).

Retrofit Challenges

We have hundreds of homes that were built in the '40s, '50s '60s and '70s, where the ductwork was designed for heat-only systems. In the '70s and '80s someone had a "great idea." Because you have the ductwork, they thought, you could just add an evaporator coil on the furnace and an outdoor unit and, *voila*, you have central a/c.

That was okay for those 5 and 6 SEER units of the day. Those older units were much more forgiving than the high efficiency equipment

of today. For today's equipment, correct airflow is far more critical. Airflow affects your system capacity, operation, efficiency and the life span of the equipment – *factors that really matter to your customers.*

So now you may ask, how do you know if you have a problem with the duct system?

You can do something as simple as a Total External Static Pressure Test (TESP) on the system. This test will take less than five minutes and will let you know if the duct system is something that can handle a high-efficiency unit.

The tools you will need to do this are a drill with a 1/4" bit, a manometer and a set of pressure tips. You need to drill two holes into the furnace, one at the top of the furnace below the evaporator coil and the other between and external filter system and the furnace. Insert your pressure tips' positive probe in the supply side and the negative one in the return, and then read the TESP.

Most systems today are designed to operate at .50 TESP. One thing to keep in mind is that the higher the static pressure, the higher the amperage draw and the less airflow you get.

We should be doing this test on every estimate we run. Our installers should be doing this test after every installation completed. Commercial contractors have been doing these types of tests for years.

Commissioning Reports Really Matter

If your company does a lot of installations, consider developing a commissioning report. After my technicians complete an installation, they fill out this report, requiring them to test and document the readings they get for each installation. For example, my techs must do a TESP and document the reading in the supply, return, TESP and the CFM produced in that duct system.

They also have to document the indoor and outdoor dry bulb and wet bulb temperatures. The pressure readings at the outdoor unit along with the superheat and, if applicable, sub cooling readings, are documented as well: on the furnace, the return and supply temperatures along with the temperature rise across the heat exchanger. All this information is kept in the homeowner's file.

I recently had a warranty issue with a piece of equipment. The first thing the manufacturer asked for was my commissioning report. I think they were surprised when I produced it, but it helped me get my labor charges from the manufacturer. As everyone is looking to cut costs, the easy way for a manufacturer is to deny a warranty claim.

Let's face it, manufacturers are covering a lot of compressors under warranty that failed due to causes not of their making. Installing a high-efficiency system into an inadequate duct system is asking for trouble. One of my favorite sayings to a homeowner is: If they have a problem, then I have a problem. And I don't need any more problems. If I do the installation, the only time I want to hear from them is once a year to schedule a servicing of the equipment.

So now you may be asking what constitutes a bad duct system? Any duct system that is operating in the .70-.80 TESP range or higher is too high and is going to give problems. How can you figure out where the problem is? Say we have a system with a TESP of .81. We remove the probe from the supply and leave the negative in the return, and our TESP is now .59. Now reinstall **(cont'd on page 22)**



One Brand for All Your Combustion Needs

Robust Product Offerings for Residential Solutions

Minimize your stock by replacing hundreds of units with a full line of highly compatible combustion products from one of the most reputable names in the industry – Honeywell. Our digital oil primary, electronic ignition gas controls, and more empower you to make replacements on the spot – enhancing your customer’s experience, and saving you time and money.



Visit ForwardThinking.Honeywell.com to learn how our full suite of residential combustion products can help grow your business.



GENERAL FILTERS INCORPORATED

GeneralAire® DH75 Digital Touch Screen & Wi-Fi Control Dehumidifier Control Excess Humidity



Change Settings With The GeneralAire®
Wi-Fi APP From Almost Anywhere

- Touch Screen & Wi-Fi Control
- Fan-Only Function
- Low-Temperature Lockout
- Integrated Handles
- Safety Grate
- An AFCI Power Cord
- Filter Hour Indicator
- Dual Filter Access Doors
- MERV 11 Filter
- Adjustable Feet
- Light Weight - Only 58 Pounds!

(DH100 Also Available!)

(866) 476-5101
www.generalfilters.com

General Filters, Inc.
43800 Grand River Ave
Novi, MI 48375



PURE MICHIGAN



This could be YOUR Ad!

Contact
OESP HQ
at
888-552-0900
for details!

Message from the Executive Director

By Lisa Strug

Hello OESP and all attendees of the third-annual Eastern Energy Expo! Many of you will be reading this at Foxwoods in Mashantucket, CT. So, it is my pleasure to welcome you to the most important event of the year for our industry.

Happy anniversary to OESP! For 65 years, OESP has been dedicated to the advancement of all energy service professionals.

More than 4,000 people have travelled to Foxwoods this week for a variety of training, networking and events that are essential to running a successful business. Please be sure to visit the OESP booth at the EEE – we will be stationed near registration outside the Celebrity Ballroom. Also, make sure to pick up your badge ribbons so you can display that you are a proud OESP member.

We will also have our 65th anniversary polo shirts available for pickup. If you didn't place a preorder – no worries – we do have extras. But come quickly – they will sell out.

On Monday night, OESP's opening reception will be taking place together with the EEE Hospitality night. Stop by our party, play some basketball with **Velocity Boiler Works**, drink a special "Carlin-tini" or "Hydro-politan," enjoy some great food at a station sponsored by **Taco**, and relax with us. It's going to be a new format and a new, more exciting evening. Don't miss it.

And don't miss the 65th anniversary OESP Awards banquet on Tuesday night, when we will recognize terrific OESP members who have given countless hours of their time to the industry over the years.

At the awards banquet, learn who will receive this special recognition and the other distinguished awards. We will also honor our past presidents and executive officers, thanking them for their years of service. And, a special acknowledgement to **Advanced Fuel Solutions** for sponsoring dessert. Make sure you leave room.



Also at the banquet, The Dave Nelsen Scholarship awards will be presented to deserving students pursuing a career in the energy services industry. We would like to thank our generous sponsors for their support of this worthy cause: **RW Beckett, ECR International, the South Central Pennsylvania Energy Association, the New York and Westchester Chapters, the Rhode Island Chapter, Team CT, the New Haven Chapter, and the Mid Atlantic Chapter.**

By now, you have seen plenty from our great and generous advertisers. Thank you to **Beckett, Taco, Honeywell, Slant/Fin, Wohler, Sid Harvey, Carlin/Hyrdolevel** and **ECR International**. And welcome to **Suntec Industries**, who joins us this month as a new Gold sponsor. Ads from all these sponsors are featured in this issue. Yours could be too – contact us to find out how.

Our Oil Heat Cares program has been on the move in every region of OESP. Your generosity continues to directly enhance lives. Thank you to the team led by OHC Chair **Dave Bessette** for enabling well-deserving people to be warm and safe each year. And thank you to the service companies who have generously donated their time. Take a look at the article in this newsletter detailing some of the great work that has been completed this season, and we're sure there's much more to come. We are tremendously proud of Oil Heat Cares and the OESP members who support this incredible cause.

The fall Oil Heat Retreat has been announced. It will be held in Atlantic City, NJ from September 14-16, 2018. We hope that you will join us as we preview the site of the 2021 Eastern Energy Expo.

On behalf of **Jonathan Jaffe, Meredith Levy** and the rest of your friendly OESP management team, it continues to be a pleasure to serve you. OESP is known for its mission of education and service. We are happy to be a part of that.

OESP Around Town!



Officers in the **Fairfield County Chapter** of OESP stopped in on an open house at the Henry Abbott Technical HS in Danbury, CT where the HVAC department opened their doors to local contractors. Pictured here: **Brian Frederick (Treasurer), Dave Westerfield (President), Greg Gilbertson (Secretary),** and **Al Breda (not pictured)** spoke with instructors, junior & senior students, and toured their facility. It was a very informative night for both sides!

It's easy to have your OESP photo featured in the OESP News! Email the pictures and details to the OESP office at lstrug@thinkoesp.org.



CONGRATULATIONS, WINNERS!

The OESP Dave Nelsen Scholarship Program was established in 1999 to provide for students interested in pursuing careers in the energy service industry. Since 1999, more than \$250,000 in awards have been presented. As always, we were amazed and impressed with the number of qualified, talented applicants, and we'd like to thank everyone who applied. This year's winners are:

Matthew Coolbroth
Junior DePina

Liam Hogan
Matthew Juliano

Sean Meade
Liam Morse

Dan Holohan
Grant: Mike Arnt

A special thanks to our scholarship sponsors:



**Rhode Island
Chapter**

**Mid Atlantic
Chapter**

**New Haven
Chapter**

**Westchester/
NYC Chapters**

**Team
Connecticut**



We're Not Just Parts!

Sid Harvey's is your
1-Stop-Source for all types
of HVAC/R Equipment

And We're Not Just Oil!

We carry a full line of
Propane Service Parts

Visit any of our branches for product and
service solutions that work for you!

..... www.sidharvey.com

Your Success is Our Business!

NEW **WÖHLER**



**Wohler A 450
Flue Gas Analyzer**
Compact and Rugged

www.wohlerusa.com

Olsen
Oil Furnaces



Introducing the UML Multi-Position Oil
Furnace Series

- Up to 87.5% AFUE
- 66 MBH to 99 MBH Heating Capacities
- Direct or Chimney Vent
- Compact and Multi-Positional Design





**APPROVED BY THE AMERICAN HEATING INDUSTRY
FOR 35 YEARS**



*While Fuels are changing, experience counts.
Ask for genuine SUNTEC oil pumps*

SUNTEC INDUSTRIES INCORPORATED
60 Aberdeen Drive - Glasgow, KY 42141 - USA
+1 270 651 7116 - info@suntecpumps.com - www.suntecpumps.com



We Build Trust and Comfort



NEW

Slant Fin
Revital/Line
Aluminum Baseboard Replacement Cover



Introducing The Easiest Replacement Cover Available!

Revital/Line Replacement Covers slip right over your existing baseboard back panel! It couldn't be simpler!



www.slantfin.com

Available on all the most popular OEM applications.



EZ-1
Oil Burner



HydroStat
Control

Ask for *Carlin* and *HydroStat* by name when ordering your appliance from your favorite wholesaler.

Carlin™
Combustion Technology, Inc.

**HYDROLEVEL
COMPANY**

Divisions of C. Cowles & Company
North Haven, Connecticut 06473

(cont'd from page 1)

OESP's help, he has been able to do a lot to improve his program. And it's noteworthy that Chris Montalvo is not only the current instructor at Saunders, but he is also a former student of Pete Gonzalez. Nothing like a little healthy competition!

"With the help of OESP we keep expanding the heating side of our courses," Montalvo said. "Most of the boilers are new or fairly new and we have enough material now to fully teach the curriculum. Seventeen kids went to the Bronx from Westchester, today, on a bus sponsored by OESP. We owe a lot to OESP and can't thank the association enough for everything it does."

Although the two schools are in competition, their teachers definitely agreed on at least one thing. Both instructors' favorite event of the day is the hydronic boiler install.

"The hydronic boiler installation is the main event – it takes the whole day," Montalvo said. "A team of two from each school works on it and unlike other events that demonstrate one skill, the students on this project are showcasing multiple skills."

"They have to demonstrate knowledge in soldering, measuring, math, hydronics, electrical components and many other elements," Gonzalez said. "It's complicated and takes a long time to build and connect the entire system. It's quite a source of pride to show off the finished product."



Team Saunders

and Construction Academy and has been participating in the competition since 2010 when she was a student. She competed three times.

"The scholarship has helped me get my teaching certification in plumbing – and now I'm going to do it for heating as well so I can be certified to teach. If I extend what I know, it helps me give back to the student."

Denise is a plumbing instructor via the Success Via Apprenticeship program (SVA) with the New York City Department of Education. "Every year I reach out to **Pete Gonzalez** to be a part of this event. This year I helped with the different competitions to help them run smoothly," Denise said. "I have served as a judge, helped organize sections, I'll help with any job that helps the students."

"I think that my presence in the event helps the female students see that they can do it too," Denise continued. "I like to help motivate them if they are getting nervous or doubting themselves."

Judges included OESP members and professionals in the field, many of whom graduated from Saunders, Bronx Design or other similar technical programs in the New York area. **Angel Gonzalez**,

John Masini, Alex Taliana, Bob O'Rourke, Bob Daros, Mark Vega, Tom Sabia and Jason Mangos, all OESP members, were judges of this competition. **Angel Gonzalez** of Carlin/Hydrolevel and OESP National Vice President said he comes back each year because it's a great way to give back to the industry.



Pete Gonzalez poses with Matthew Byam and Dylan Smith of BDCA, first-place winners of the Hydronic Boiler Piping competition

"I love giving back to the school that I graduated from," Angel said. "This competition and the programs at both schools are critical to the success of our industry. It is so important to continue to bring high quality education to future service technicians."

"The best part of this is the students that are involved," he added. "They are motivated to do a good job when they see the people from our industry that come in here and donate thousands of dollars' worth of equipment, plus their time, for a school program. It makes a lasting impression on the students."

Pete Gonzalez, president of the NYC Chapter of OESP, led this year's competition along with **John Masini, Angel Gonzalez** and **Alex Taliana**. The team planned every detail of the day from the bus transportation to the tools, safety equipment, winners' plaques and even meals.

"I would like to thank the Westchester and New York City OESP Chapters for their unwavering support for this annual event," Pete added. "Thank you also to **Justin Romano** for providing fabulous OESP donuts for the entire group."

Organizers also expressed appreciation to manufacturer representatives and individual companies who donated materials: **B and A Plumbing, Quality Heating, MMI Service, Bajraktari Mgt., Carlin/Hydrolevel, Wales Darby, Petrometer and Automatic Heating.**

And of course, none of this would be possible without the ongoing dedication of the NYC and Westchester Chapters of OESP.



Team BDCA

This competition, named "The Annual Steve Rinaldo Student Competition" also serves to keep the memory of Westchester chapter member **Steve Rinaldo** alive. He had a big heart, loved the kids and worked as an original organizer of the event. The team worked with sales representatives and manufacturers to ensure the students received goody bags afterwards.

So who won? Congratulations to the Bronx Design and Construction Academy for being the champs of the day. And, congratulations to all for another outstanding educational event.

(cont'd from page 16)

the probe in the supply and remove the probe in the return. The TESP now drops to .22.

There is a problem in the return - that's where you need to look.

Maybe the homeowner has a piece of furniture in front of a return air grill blocking it or there is a problem with the ductwork.

But at least you know this before you prepare your bid. You can explain to the homeowner what you need to do (add a return and how and where); why you need to do it (to deliver the efficiency of the high-efficiency equipment); why your price will be more than the others (because you believe in delivering efficiency and saving your customers money).

Homeowners will pay more money - they just want to understand what they are paying for and most of the time we don't do a good job of explaining to the homeowner what their money is buying them.

How Word of Mouth Really Works

I had a customer call me to say she had a new system installed by another company seven days ago and that the company had been out three times. The unit would still would not cool the home. She was looking for someone to check out the unit and see what the problem was, since the installing company could not make it work.

When I arrived at the home, I could hear the indoor unit screaming. The homeowner proceeded to describe the three service technicians and what each had done. The first technician told her that the unit was low on refrigerant, he added what was needed and left. The next day the unit was still not cooling the home so she called again and another technician came out and said the "idiots" never set the airflow, which he then did and added more refrigerant to the system and told her it would start cooling the home.

The next day the unit still would not cool the home down, so she called again. A third technician came out and told the homeowner that he didn't know what was going on but he would be back with his boss. Only problem is he never came back. The homeowner waited for three days and then started talking to friends to figure out what to do.

Once she called me, I asked the homeowner for the installation package the installers gave her. I performed a TESP test with the speed on high and found the unit operating at .78 TESP.

According to the manufacturer's specifications the maximum TESP the unit should operate at is .70. I lowered the speed to medium and the TESP dropped to .58, which meant that, according to the manufacturer's specifications, the unit was moving approximately 1,220 CFM - still more than required for the 2.5-ton unit.

I then moved the fan speed to low and TESP dropped to .41. It was now moving 990 CFM, which was perfect for the 2.5-ton unit. I proceeded outside and connected my refrigeration gauges to the unit and had to remove almost 5 pounds of refrigerant. I told the homeowner my findings and that everything should be working properly.



The next day the homeowner called me to say how great the system was now working and that she has never had a system work like this before. The last thing the homeowner said to me was that every person she knows will know about my company and the way we do things and make equipment operate.

If you are going to sell high-efficiency equipment, you need to look at the complete system. You can't install a high-efficiency unit into a poor duct system and expect to have it operate at the rated efficiency. This is why systems are rated by the manufacturers and

AHRI: The ratings must include a specific indoor unit, outdoor unit and furnace or air handler. The way these systems operate together and the energy to operate them is how the ratings are figured.

The only thing not in that equation is the duct system. That's our job to check and inspect.

Changes You Can Make

I hope this makes every contractor out there think about how they do business. Start with a few changes:

- 1. Have your salespeople get trained on how to measure TESP.** Find the problems before they become your problems! How many times have you heard that the old system never did that, or we never had a problem like this with the old unit!
- 2. Measure every home you go into and do load calculations on every job.** This is a great opportunity to find out exactly what the homeowner is looking for. Remember: Bigger is not better. There is absolutely no use in selling a high-efficiency unit that is not properly sized - and almost every heating system is oversized! If it wasn't when it was installed, chances are the homeowner installed newer windows or added insulation to the attic. (If not, make that recommendation.) It's not always about the money, despite what we sometimes think; it's about saving money.
- 3. Develop a commissioning report for every installation you do.** This is an easy way to check your installers' work without going to the job, and it gives every tech going out to that job a baseline to work with.
- 4. Offer your homeowners options.** Do not go into a home with just one piece of equipment. Offer them good/best or good/better/best. When your wife goes to buy an appliance, does she look at only one model? No, she does not, at least not if she's my wife. We look at hundreds! Give your customers the same thing you expect: a choice of different models and features.
- 5. Selling high-efficiency and truly delivering it will set you above everyone else.** If you cut a homeowner's operating cost by 30, 40 or even 50 percent, they will tell everyone they know. They will be the best advertising for your company and will not cost your company one penny. Don't sell on price; sell high-efficiency and comfort and deliver by checking the complete system.

OIL HEAT RETREAT

September 14-16, 2018
Harrah's Resort & Casino
Atlantic City, NJ



Join us for an exciting weekend of fine dining and world-class recreational opportunities as we celebrate friendship and the start of a new heating season!



Only \$129 per night at

Harrah's Atlantic City

777 Harrah's Boulevard • (888) 337-7977

Includes breakfast, free parking, free admission to the Harrah's Pool and fitness center, and free wifi in your room!

ECM high-efficiency just the way you want it.



VR3452



VT2218



VR1816



0015e3



007e

Choose the ECM pump with the performance and features you want, without buying more than you need. Every 00e Series® pump we make is designed for easy installation and setup with some unique features that make us a better choice: simplified technology, **BIO Barrier®** protection against system contaminants, **SureStart®** automatic unblocking and air purging, and Delta-T options to maximize system efficiency.

Visit us on our social media channels or log on to tacocomfort.com and learn about the many ways we help make systems work better, smarter, and safer – just the way you want it.



At the EEE visit us at Booth #501