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“It is unwise to pay too much, but it is worse to pay too little. The common law of business balance prohibits paying a little and getting a lot...it can't be done. When you deal with the lowest bidder, it is wise to add something for the risk you run, and if you do that you will have enough to pay for something better!”

—JOHN RUSKIN (1819-1900)

This simple fact regarding cost was written in the late 1800s, but it still holds true today. The HVAC industry is full of companies who claim to offer discount service, when in reality they perform “breakdown maintenance”. The scenario usually goes something like this: the building owner or manager calls for service (oftentimes, it's an emergency); the “discount” company sends someone out to patch things up, and the building owner is led to believe that everything is working fine. A short time later the system fails again, and this cycle continues until the system is in such disrepair that it must be replaced. Now the building owner is faced with a large, unexpected expense.

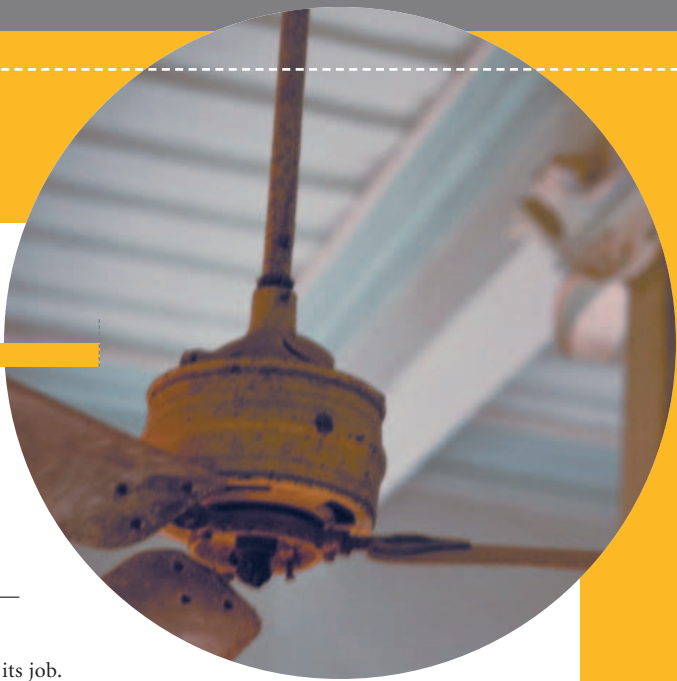
Maintaining a complex mechanical system in this way is like putting a band-aid on a serious injury. Without routine testing procedures there is no way of knowing what trouble lies ahead. So why then, when it comes to a building's HVAC system, which is mechanically very complex and represents a large investment, is routine maintenance often put off or forgotten?

One reason is because in commercial buildings, heating and air conditioning systems are usually housed where they're not readily seen, like on the roof or in a basement mechanical room. Their location makes it easy to forget that like anything mechanical, they need attention. The functions they perform are also easily taken for granted, until the system ceases to operate properly.

Quality mechanical contractors take a different approach to mechanical systems. Due to lack of maintenance, many building owners are spending far too much on their HVAC systems and related costs such as higher energy bills, loss of production, emergency repairs, and ultimately, premature replacement. Long-term success comes from the contractor sharing their customer's concerns and providing a planned maintenance program that offers solutions.

Because HVAC systems are extremely complex, quality contractors provide experts in all facets of operations, ensuring their customers get the right person for the job and information on technological advances. Regularly scheduled visits guarantee that the system is constantly monitored and maintained according to the manufacturer's recommendations. An offensive approach to maintaining such valuable equipment allows for budget control and just makes good business sense.

ONE LINK OF THE CHAIN



ENERGY SAVING TIPS

Here are some simple energy-saving tips from the U.S. Department of Energy that can help you cut cooling costs when the mercury skyrockets this summer:

- Avoid locating your air conditioner in direct sunlight—particularly on the south side of your building—where it will be forced to work much harder to do its job.
- Adjust your thermostat properly. Another method of increasing efficiency includes installing thermostats that automatically raise and lower the temperature for prescribed periods to save energy. This can also be done with conventional thermostats.
- When you want to achieve rapid temperature change for comfort, don't set the thermostat higher or lower than the desired temperature. That doesn't cool or heat a building any faster, it just makes the system work longer and harder.
- When the air conditioning is on, shut off ventilating fans as soon as they've done their job. In just one hour, these fans can blow away a tremendous amount of costly cooled air.
- Keep doors and windows shut whenever a cooling or heating system is working. The system cannot be helped by making it easier for outside air to flow into the building. When the freshness of outside air is wanted, turn off the air conditioning or heating unit first.
- Help your air conditioner breathe easier. Clean or replace the filter at least once a month in the summer. A filter clogged with dust, pollen or soot smothers the air conditioner and wastes energy and money. Let your monthly electric bill be your reminder to clean or change the filter.
- Let quality HVAC contractors help. Air conditioning contractors will also check filters as part of preventive maintenance, which is well worth its cost. This includes checking working parts such as belts and electrical contacts, making sure the thermostat is working properly and replacing or adding refrigerant as needed.

AVOID COSTLY COMPRESSOR FAILURES

One of the more costly repairs to an HVAC system typically involves the replacement of a compressor. While some contributing factors (age of equipment, usage patterns, lightning and power problems, etc.) cannot be avoided, some can. Here are some things you can do to minimize the possibility of a compressor problem:

- Clean condensers on a regular basis
- Keep filters and evaporator coils clean
- Check contactors and all related electrical connections
- Replace worn or loose belts
- Verify that the crankcase heater is operating properly
- Verify proper refrigerant charge
- Check controls for proper operating sequence

Investing a small amount of time and money upfront can go a long way to saving thousands of dollars down the road.



A COMPANY WITH PURPOSE

There are a lot of reasons entrepreneurs go into business but for Innovative Service Solutions there was never a question of why. The founder of this company grew up in the HVAC/R industry. He knew what clients wanted and needed. He realized that Innovative Service Solutions could not be everything to everybody. Rich wanted to provide innovative solutions to client needs...thus the name Innovative Service Solutions.

Recognizing that his pool of technical expertise was in excess of 200 years, Rich targeted the industrial/commercial refrigeration market. This niche market intimidates most mechanical service contractors. It's an area that requires creativity and flexibility because most successful food processing facilities operate twenty-four hours a day, seven days a week. The process is demanding on the equipment and on the maintenance personnel trying to keep the production moving. Rich walks his clients through a methodical process of upgrading equipment while providing equipment specific tasking to maintain optimal performance with minimal breakdowns. Planned and predictive maintenance are essential components in the process.

Now in our third year of business, our client base has expanded beyond the initial refrigeration markets and into manufacturing, healthcare and office buildings. By applying the same methodical solutions and attention to detail, the team of experts at Innovative Service Solutions identifies and solves the production and comfort needs of these clients.

Today Innovative Service Solutions provides service solutions from Orlando to Ft. Myers. By empowering the service supervisors and holding them responsible for the quality of service a multi-tier relationship is established with each client. Service supervisors work with and train the new technicians in "our way". The service supervisors meet with the clients independent of the technician assigned to that client...and then each member of the management team from Richard down finds time to visit with clients on a regular basis. Communication and making the client feel they are special is the single factor in keeping and developing a client.

For this reason, Innovative Service Solutions has a policy... "We do no dirt". The team determined in the early stages of building our business that the new construction market did not offer the opportunity to establish a true relationship with the building owner. We target existing facilities that have suffered through years of neglect or experienced bad maintenance and service. From there we utilize our existing clients to demonstrate our commitment to excellence.

The entire team here at Innovative Service Solutions is dedicated to taking care of the client.

EMPLOYEE SPOTLIGHT

Name: Albert Puertos, Service Technician
Years in the HVAC industry: 17
Years working with the Bodwell Family: 17
Major job responsibilities: Managing the service and maintenance needs of the clients throughout the Tampa area.
For me, a perfect day at work is: Having a smooth day and receiving compliments from the clients.
Most challenging part of my job: Dealing with the heat.
Family: Jenna (10) who is an Honor Roll Student
Achievement I am most proud of: The day my daughter was born





THE UNIFIED GROUP

We are an independent association of the country's elite HVAC commercial contractors. We help our members increase productivity, profitability and customer retention, and we also provide a network for national and regional customer business solutions.

Visit us at www.theunifiedgroup.com or call 888.714.5990.

ISS SPORTS TRIVIA

1. What was the Tampa Bay Buccaneer's win-loss record their first three seasons?
2. What year did the Miami Dolphins go undefeated?
3. Who was the first player for the Jacksonville Jaguars?
4. Who did the Florida Marlins play in their first inaugural game?
5. What is the name of Tampa Bay's hockey team?
6. Who was the first pick of the Tampa Bay Buccaneers their first year?

If you know the answers to all six questions, call 407.296.5211 and ask for Paul or email pcoveney@iss-svc.com and win a prize!

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