



# PIPELINE

**FUEL FOR YOUR BUSINESS**

**JUL/AUG 2016**

THE NEWSLETTER OF UTAH'S HVACR INDUSTRY

153 SOUTH 900 EAST, #3 • SLC, UT 84102 • WWW.UTRMGA.ORG

## 100+ TECHNICIANS TAKE ADVANTAGE OF FREE ENERGY CODE TRAINING

IN PARTNERSHIP with Rocky Mountain Power and Questar Gas, Rocky Mountain Gas Association held two 3 hour, Energy Code Training Classes in May that were provided, free of charge to over 100 HVAC technicians, with nearly half of the

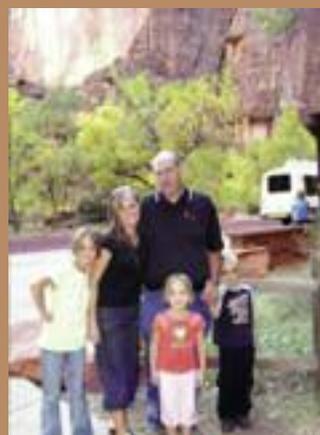


attendees receiving contractor continuing education credits. We thank Brent Ursenbach with Salt Lake County and Dan Dearden with Just Right Air for providing the instruction. And thank you to our Education Summit sponsors: **Affordable Heating & Cooling, Federated Insurance and Questar Gas.** ■

## RMGA AWARDS SIX SCHOLARSHIPS

Every year, RMGA offers six \$500 scholarships to first and second year students attending an HVAC program on any UCAT campus. This year's scholarship winners are:

William G. Boror	Davis	1st Year	Langi Salesi Vea	Mountainland	2nd Year
Marilyn Vesta Poppe	Davis	1st Year	Jessica Elizabeth Watts	Mountainland	1st Year
Benjamin Paul Holyoak	Mountainland	1st Year	Travis Duncan	SLCC	1st Year



**Welcome new  
RMGA  
VICE  
PRESIDENT:  
Ryan  
Rentmeister**  
Rentmaster Total  
Home Service

## MANUAL J, D AND S TRAINING IN SEPTEMBER

Don't miss this excellent opportunity to learn about Air Flow, Duct Design and Equipment Sizing. Not only do you get this excellent training, you also get the J, D and S manuals, which would cost over \$240 if you purchased them separately.

We offer all three classes for only \$175 (\$75 for one class) and that includes the instruction, lunch and the code books! Sign up today, RMGA will not be offering these classes again until 2018! ■

**SEE MORE INFO  
ON PAGE 2**



## MESSAGE FROM THE PRESIDENT

RYAN SNOW, RMGA PRESIDENT

Ryan Snow  
 ryan@timeforcomfort.com  
 801-224-8899  
 westernheatingair.com

*Greetings RMGA Members & Friends,*

*I grew up on a small farm in central Utah. Every summer, I am reminded of how hard it was to get up early and go work on the farm. Like most teenagers, I would complain about the long hours and not being able to go hang out with my friends. My Dad would always push back and tell me to "make hay while the sun is shining."*



*Our industry is much the same. We have a pretty limited window to make hay while the sun is shining. There is lots of hard work before the summer gets here and of course lots of long days and hours that go with taking care of hot customers. But, just like the farm, it was always a great sight to see your crops come in after all the hard work.*

*I hope all of our members have a safe and productive summer!*

## RMGA 2015-2016 OFFICERS & BOARD MEMBERS

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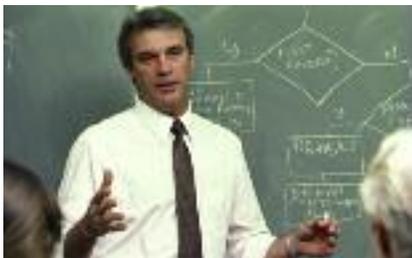
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### RMGA EXECUTIVE DIRECTOR

JOHN HILL  
[Hillmgmt@aol.com](mailto:Hillmgmt@aol.com)

## RMGA SUMMER EDUCATION CLASSES



Call 801-521-8340 to register for all classes

### Load Calculations/Manual J

Thursday, September 8  
 8:00 am - 3:30 pm

### Duct Design/Manual D

Thursday, September 15  
 8:00 am - 3:30 pm

### Equipment Selection/Manual S

Thursday, September 22  
 8:00 am - 3:30 pm

All **Manual** classes will be held at:

**Relevant Solutions**  
 3186 S. Washington St. (230 W.)  
 Salt Lake City

All 3 classes for \$175 • 1 class for \$75  
 Price includes training, manuals and lunch!

### Gas Certification Classes

Friday, August 19 &  
 Saturday, August 20  
 8 am - 5 pm

**Review and Exam**  
 Saturday, August 27  
 8 am - 4 pm

Questar Gas  
 1000 West 100 South  
 Salt Lake City

\$275 member • \$350 non-member  
 Price includes books, testing fees and lunch!

# YOUR BUSINESS: How big do you want to be?

— By Al Schwarz

EACH YEAR, INDUSTRY publications usually do an article on the biggest plumbing and HVAC firms in the nation. Did you ever think about how these firms grew so big? Do you ever daydream about what it would be like to own or operate a huge mechanical shop?

There are a lot of factors that go into the care and feeding of such companies and growth, or managing growth, is one of them.

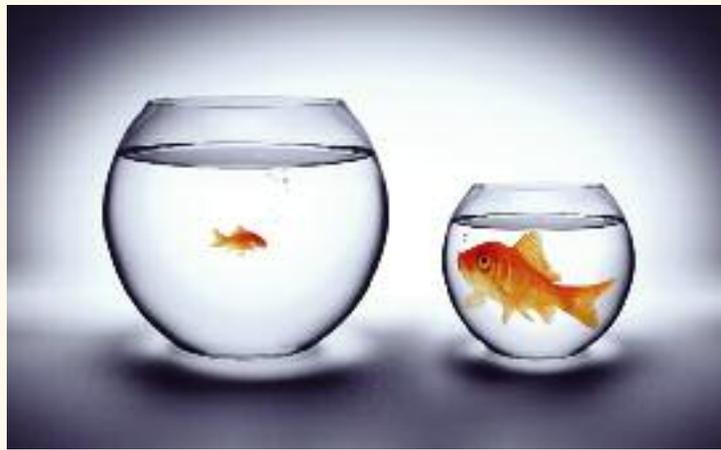
You are probably aware of the ebb and flow of commerce that keeps businesses alive, and how the growth curve in the mechanical trades is volatile at best. For the most part, the large firms of today did not start out that way.

## Business First

Being a small (one or two man) shop is the way most of these large companies got started. There may be the odd exception where some of these big guys got that way through cash infusions and investors, but that's not typical.

The common denominator for solid company growth that occurs after startup is doing the right things to encourage growth and business expansion.

The rules for starting, running and growing a business apply everywhere in our economy. **Doing the right things — consistently — is how to build a company. Hard work and tenacity are how you keep it going and growing.**



Successful small companies move up to be medium-sized companies doing the things that the big guys do. They do good work. They are professional and consistent in their client relation. They use good business practices. They hire, nurture and keep quality and qualified people. They re-invest part of the profits back in to the company and, while looking ahead, they keep their attention focused on the now.

## Slow and Steady

Don't look for "pie-in-the-sky" jobs to make the big time.

**Successful medium-sized companies become successful large companies**

**by being industrious, reliable and honest!**

When a small company gets a reputation for reliability and honesty, word gets around.

You might be doing small commercial strip mall tenant improvements or remodels one day, and the next day you are asked to bid on (or maybe just given) an entire project.

Soon, it becomes easier to get a shot at the work you want, simply because of reputation. General contractors, architects, engineers and other professionals are

always looking for quality subcontractors. It makes their job much easier and gives the solid subcontractor the opportunity to expand via these contacts.

Educating yourself about all the facets of your industry, in an ongoing effort, and taking note of the things you do that work, while discarding the things that don't, will put you in the position to grow or not, at your discretion. ■

*Al Schwartz is a Brooklyn, N.Y.-born author and a retired third generation master plumber. He founded Sunflower Plumbing & Heating in Shirley, N.Y. in 1975. He can be reached at [allen@proquilldriver.com](mailto:allen@proquilldriver.com)*



# Exit Interviews: Do's and Don'ts

Doing exit interviews with departing employees is just as important as conducting effective hiring interviews with job applicants. Knowing why employees leave your company is crucial to understanding turnover. The problem is that many companies aren't using exit interviews to best advantage to determine why employees have resigned. Exit interviews can:

- **Uncover reasons** for high turnover or poor morale.
- **Generate ideas** to improve operations or personnel management.
- **Expose poor working conditions** or help you spot potential legal problems.

## Welcome the Feedback

Prepare to hear what you don't want to hear in an exit interview, and don't respond defensively. Expect some employees who are on their way out to open up with impunity. Because they have nothing to lose, they may use the exit interview to settle scores with colleagues, unleash pent-up anger over company policies or lecture you about misguided changes or management missteps.

Of course, all this assumes that you take exit interviews seriously, so don't squeeze them in as a last-minute formality while the employee is

cleaning off his desk. To send the right message, you should schedule exit interviews well in advance and assure employees of confidentiality. you

want to convey to them that you value their input and want to hear their



## Risky With Fired Employees

Conducting exit interviews with fired employees introduces a variety of risks. Someone who's been discharged would have little incentive to make dispassionate observations about morale or discuss management issues in an unbiased way.

Also, fired employees may disagree with the reason they were terminated. If an argument breaks out, it could lead to legal turmoil later. The worst mistake the interviewer could make is to rehash past decisions: namely,



restating in his own improvised language why the company decide to terminate

the employee. If he strayed from the wording used in firing the employee he might expose himself and the firm to legal liability.

Above all, be consistent in how you handle departing workers. Don't invite some terminated employees to exit interviews while bypassing others. As we've said, you may be better off interviewing only employees who are leaving voluntarily.

## Timing Counts

When an employee quits, most employers wait until that person's last day to hold the exit interview. A last-day interview increases the odds that the employee will level with you. Consider the situation from the individual's point of view: It's easier to speak honestly if he doesn't need to return to his desk tomorrow and face his co-workers and the boss.

Better yet, you can interact more freely during those last few hours before the employee heads out the door. The power or authority that you normally wield may not matter much to someone who is about to depart. ■

# Meet and Get to Know: HAROLD BUNTING



HAROLD BUNTING

**Q.** What is your position within your company?

**A.** President of Affordable Heating & Cooling, Inc.

**Q.** When you were a child, what did you want to be when you grew up?

**A.** An Air Force Pilot.

**Q.** How do you relate to the HVACR industry?

**A.** Cooling on a CAT Scan Machine.

**Q.** What are your favorite aspects of your job?

**A.** The variety, every day is different.

**Q.** How did you become affiliated with your organization?

**A.** Corporate Training.

**Q.** What is a motto that you live by?

**A.** Treat people how you want to be treated.

**Q.** If you could travel anywhere in the world, where would you go?

**A.** Europe.

**Q.** What three items are always in your fridge?

**A.** Milk, cheese and leftovers.

**Q.** What is the most high-tech thing in your house?

**A.** HVAC system.

**Q.** Where is your favorite place to shop?

**A.** Cabela's and Sportman's Warehouse..

**Q.** What is your favorite movie?

**A.** Pulp Fiction.

**Q.** If you could invite any three people to dinner (dead or alive), whom would you invite and why?

**A.** Both my grandpas and my mother. I didn't get to meet my grandpas. I miss my mother..

**Q.** People would be surprised to know. . . .

**A.** Nothing surprising about me.

*Harold Bunting is President of Affordable Heating & Cooling, Inc. He can be reached at 801-261-0924 or info@ahc-utah.com. ■*

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# MECHANICAL CODE DISCUSSION

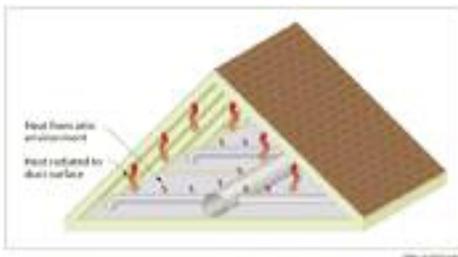
## Ductwork in An Attic: Suspend or Bury in the Insulation?



**BRENT URSENBACH**

**SALT LAKE COUNTY PLANNING AND DEVELOPMENT**  
 bursenbach@slco.org  
 385-468-6694

Ductwork installed in unconditioned spaces such as attics, garage ceilings and crawlspaces can contribute significantly to the heating and cooling costs of a building. My observations, as well as numerous studies, show thermal heat loss and heat gain with ductwork installed in unconditioned spaces range from 10%-50%, and in some cases higher, especially in hotter climate.



These losses and gains are a component of the load calculation for the building, requiring additional capacity in the heating and cooling systems. Think about that for a minute. \$150 of a \$300 monthly cooling bill could be due to ducts (add furnaces) in an attic.

The obvious best location for ductwork is within the building thermal envelope; however suggestions to do so are often ignored. Where and how the ductwork is installed in an unconditioned attic space will have a significant impact the heating and

cooling system efficiencies.

### Suspending Ductwork above the Insulation?

The question/comment I regularly receive on this subject is: *“I’m worried about maintaining a full R-38 level of attic insulation, so isn’t it best to raise the ductwork up out of the insulation?”*

#### **NO! Do not suspend attic ductwork above the insulation!!**

Suspending the ductwork above the attic insulation exposed the entire circumference of the duct the temperature extremes realized in an attic, with a relatively low R-8 insulation resisting heat transfer between the attic and the conditioned air inside the duct. Round ducts, partially or fully buried in the insulation realize an increase in the

effective R-value of the duct insulation, significantly reducing the duct losses and gains. A study commissioned by DOE quantifies the actual improvement in the following table:

The increased effective R-value of the buried round ducts will offset many times, any reduction in attic insulation. Also consider attic insulation is calculated based on the number of bags required to cover the entire attic to the desired level. The volume of ducts buried in the insulation will actually increase the insulation depth across the entire attic, raising the R-value in areas without ducts. If the ducts must be in the attic, place them low, then bury in the insulation. Add extra, inexpensive blown insulation to deeply bury ducts if possible.

In very moist climates such as the

Table 14. Effective R-Values of Buried Round Ducts

Burial Level	R-4.2 Flex Duct			R-6 Flex Duct			R-8 Flex Duct		
	Partially	Fully	Deeply	Partially	Fully	Deeply	Partially	Fully	Deeply
4 in. diameter	5.6	8.4	14.3	7.1	9.9	15.2	8.5	11.2	16.1
6 in. diameter	6.9	10.4	17.8	8.7	12.2	19.0	9.3	13.9	20.1
8 in. diameter	8.1	12.0	20.7	10.2	14.1	22.1	12.3	16.2	23.5
10 in. diameter	9.0	13.4	23.1	11.4	15.8	24.7	13.7	18.1	26.3
12 in. diameter	9.9	14.7	25.2	12.5	17.2	27.0	15.0	19.7	28.8
14 in. diameter	10.7	15.8	27.1	13.4	18.5	29.0	16.2	21.2	31.1
16 in. diameter	11.5	16.8	28.9	14.3	19.8	31.0	17.3	22.6	33.1

Source: Shapiro et al. (2012)

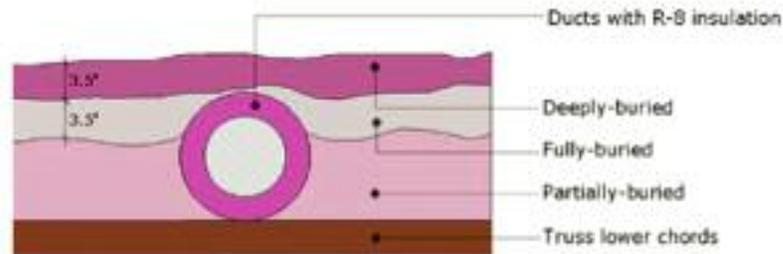
gulf coast, ducts buried in attic insulation may under summer heat and high humidity conditions, produce condensation on the vapor barrier of a duct buried in loose fill attic insulation. For those locations, building science experts recommend encapsulating the ductwork with closed cell foam, and then

bury in the attic insulation. We live and work in a dry climate; this will

never be an issue here. ■

*Your questions are always*

*appreciated, as you provide subjects for discussion! Other comments are also welcome.*  
*Thanks — Brent*



# Ask the Expert?

**RYAN SNOW**

**WESTERN HEATING & AIR CONDITIONING**

## Question:

**Why did the cost of R-22 increase so much this year?**

## Answer:

In October 2014, the EPA announced its final phasedown schedule regarding the production and importation of HCFC-22. The order called for an immediate drop from 51 million pounds allowed in 2014 to 22 million pounds in 2015, 18 million pounds in 2016, 13 million pounds in 2017, 9 million pounds in 2018, and 4 million pounds in 2019.

**No new or imported R-22 will be allowed in the U.S. on or after Jan. 1, 2020.** (achrnews.com article 131698) The aggressive phase out has effected business and home owners the most. The small leaks that weren't much of a problem in years past are now becoming a major repair because of the increase

in cost. If a customer added refrigerant even a couple of years ago, they will get sticker shock now when presented with their options.

## Question:

**Is there a direct drop in replacement for R-22?**

## Answer:

In research that I have done regarding R-22 replacements: R422D, R290, Rs-44, MO-99 and others, not one is a direct drop in replacement. The oil contained in these refrigerants is compatible but the chemical makeup of them is not. If the owner of the equipment decides that they would like to use one of these refrigerants the technician would still need to do a recovery and flush of the system to make sure that there isn't any cross contamination. Failure to do so could cause problems with how the equipment will operate, and subject

the contractor to potential liability for mixing the refrigerants, leaving him exposed to extra restoring fees and possible fines.

## Question:

**Is it true that 410-A is going to be phased out as well?**

## Answer:

410A is NOT being phased out...yet. The only steps that have been taken are strictly voluntary. However, in 2014, the three North American countries lobbied for an amendment be added to the Montreal Protocol to phase out all HFCs across the world. This would include R-134a, R-404A, and R-410A. The amendment has not been approved yet but I feel that it will be just a matter of time before they will be able to push it through. So it looks like the refrigerant phase out rollercoaster is not done yet. ■



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RETURN SERVICE REQUESTED

Please  
make it  
home  
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today.

We believe you deserve more than just insurance. You deserve valuable risk management tools—like the “What is Important to You” distracted driving prevention program—designed to help you and your employees make it home safe today.

It's Our Business to Protect Yours  
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