



PIPELINE

FUEL FOR YOUR BUSINESS

MAR/APR 2018

THE NEWSLETTER OF UTAH'S HVACR INDUSTRY

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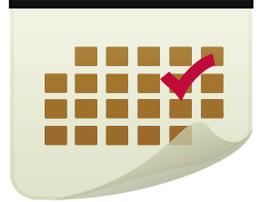
WEDNESDAY APRIL 11

RMGA
EDUCATION
SUMMIT
2018 HOTEL RL
SALT LAKE CITY UTAH

2018 Education Summit

It's almost Summit time! The time is now to mark your calendar and get registered to attend this year's **RMGA Education Summit** on **Wednesday, April 11**. This year, the Summit will be held at Hotel RL (Formerly the Red Lion). The agenda and registration form are inside this issue of the Pipeline! Don't miss this opportunity to get updated on building codes, the economy, the changing world of refrigerants, and more! ■

Save the Date!



Food, Fun & Laughter Combined in RMGA Sweetheart Social



After a delicious dinner at Utah's only Korean BBQ restaurant, the beautiful Ombu Grill, attendees at this year's Sweetheart Social on Saturday, February 10 enjoyed musical comedy at Salt Lake Community College's production of "The Musical Comedy Murders of 1940" at the Grand Theater. ■

MESSAGE FROM THE PRESIDENT

Ryan Rentmeister
ryan@rentmeister.com
801-807-9901

RYAN RENTMEISTER



Dear RMGA Members & Friends,

I hope you all are keeping busy and preparing for the upcoming busy season. We at the RMGA have been busy trying to help you get ready.

We had a successful Satellite meeting in Roy on February 7. Don Modesitt gave a great presentation on current steel prices, possible government interventions and other insights that was very useful. Those in attendance are much more

prepared for the coming changes.

We have been watching the State Capitol and what Legislators may try to pull this year that will affect us. There are several bills we are watching and we are fighting for the industry. John Hill is there many days, meeting with other concerned parties. I have also been asked to participate with a weekly meeting that includes many inspectors, building officials and fire professionals. It's a great honor for the RMGA to be asked to join this group. I enjoy working with other construction professionals as much as possible.

We are working on final plans for the Education Summit to be held April 11 in Salt Lake City at Hotel RL. This is an event I enjoy every year. It is well worth the time spent. We will have a national speaker flying in for this training. Look for more details to come.

I look forward to seeing you all soon.

Profitable Proverbs

It costs too much to make the phone ring to trust the least paid person you can find to answer it.

Your success is a reflection of the value you deliver to society. To become more successful find ways to deliver more value.

Marketing is a conversation. Speak with your customers, not at them.

Drama belongs on television, not at the office.

A well-run business is one that's built to be sold.

The more people you know, the more business will flow your way. Network through service clubs, alumni organizations and the chamber of commerce. You have to eat lunch. Eat it with community centers of influence.

This is a reprint from CONTRACTOR, the News Magazine of Mechanical Contracting.

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YOUR BUSINESS: Heating & Air Contractors Need Teamwork — By Steve Coscia



Within most plumbing, heating & air companies are departments such as service, sales, repair, installation or finance, and people rely on each other for information. Together, these departments form a team.

When information, regardless how slight, is not shared in a timely manner and with a cooperative attitude, then teams suffer. On the other hand, teams who have learned to leverage synergy to their advantage also understand the importance of being effective and efficient.

The words, **synergy**, **effective** and **efficient** are key teamwork terms. “**Synergy**” is the creation of a whole that is greater than the simple sum of its parts. Teams get more done working together than working apart. In mathematical terms, a synergy formula is: $2 + 2 = 5$.

A key synergy attitude is humility. Specifically, to be less concerned with who gets the credit for the ideas and more concerned with how the ideas benefit the team as a whole.

The next teamwork term we will define is “**effective.**”

Being effective means knowing how to prioritize and complete work that brings you and your team closer to its goals. Companies rely on effective team members who will cooperate with each other especially during unforeseen situations.

Within service companies, a pre-arrival phone call, to convey that a technician is en route, is courteous and professional. These calls can be more effective when the correct information is shared and the correct questions are asked. When a residential customer says, “We just moved in,” this should prompt a question. The question is, “Is the equipment accessible?”

Some basements are messier than others and clearing a path to the equipment is mutually beneficial. Teams can become ineffective when a customer’s messy basement hinders a technician from accessing the equipment thereby prolonging the service visit and impacting that day’s subsequent service calls.

The next teamwork definition is “**efficiency.**” Being efficient means knowing how to do the work with economy so as not to waste time and effort.

Going back to the previous pre-arrival phone call example, efficiency is achieved when the office team member knows what they’re supposed to say and how they’re supposed to say it. They should never sound like they’re reading a script, but they should certainly have one handy.

Scripts help phone professionals get more work done right the first time with enhanced communication, fewer misunderstandings and greater customer support. Since efficiency involves working with greater economy, minimizing waste and rework are priorities. The cumulative impact of saved minutes during a workday adds up to improved teamwork and greater profitability.

EFFECTIVENESS and **EFFICIENCY** are key teamwork behaviors and, when implemented result in greater **SYNERGY**.

Today’s contractors would be smart to put more effort into their company’s teamwork. Why? Because the benefactors of improved teamwork are your customers and more importantly, your customer’s convenience. And the convenience factor is what drives today’s customers to buy.

This is an edited reprint from CONTRACTOR, the News Magazine of Mechanical Contracting. Steve Coscia is the author and can be reached at 620-853-9836 or e-mail at steve@coscia.com. ■

RMGA EDUCATION CLASSES



Over 6 Hours Continuing Education

GAS CERTIFICATION CLASSES

Salt Lake City

Friday, March 2 &
Saturday, March 3
8 am - 5 pm

SOLD OUT
Review and Exam
Sunday, March 10
8 am - 4 pm

All classes will be held at:
Dominion Energy
CTC Training Room
1000 West 100 South, SLC, UT

\$395* per person

Price includes books shipped, 10 on-line videos, testing fee and 3 lunches! *Members earn a \$75 education credit

Salt Lake City

Friday, May 4 &
Saturday, May 5
8 am - 5 pm

Review and Exam
Saturday, May 12
8 am - 4 pm

All classes will be held at:
Dominion Energy
CTC Training Room
1000 West 100 South, SLC, UT

\$395* per person

Price includes books shipped, 10 on-line videos, testing fee and 3 lunches! *Members earn a \$75 education credit

Salt Lake City

Friday, July 13 &
Saturday, July 14
8 am - 5 pm

Review and Exam
Saturday, July 21
8 am - 4 pm

All classes will be held at:
Dominion Energy
CTC Training Room
1000 West 100 South, SLC, UT

\$395* per person

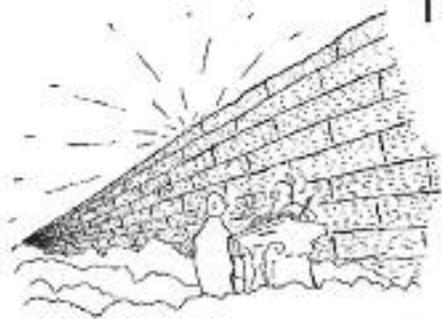
Price includes books shipped, 10 on-line videos, testing fee and 3 lunches! *Members earn a \$75 education credit

Call 801-521-8340 to register for all classes

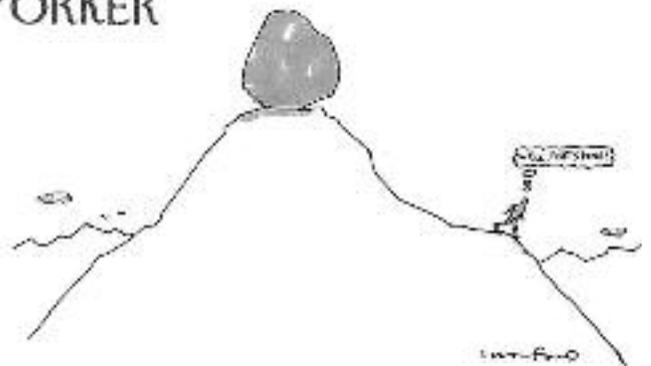
Partial funding of RMGA training programs have been provided by the Division of Occupational & Professional Licensing from the 1% surcharge funds on all building permits.

Time out for a little humor from

THE NEW YORKER

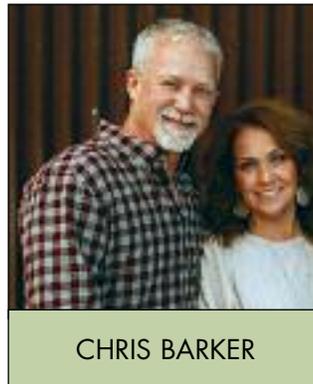


"The best part is that we get hell to pay for it."



1999-FRO

Meet and Get to Know: CHRIS BARKER



Q. What is your position within your company? do you think you would be?

A. Vice President General Manager/Designer/Estimator **A.** A hiking guide in southern Utah.

Q. When you were a child, what did you want to be when you grew up? **Q.** What is a motto that you live by?

A. An astronaut or a leader. **A.** Live life with no regrets.

Q. Why did you become an HVACR contractor? **Q.** If you could travel anywhere in the world, where would you go?

A. It offered a wide variety of skill sets. **A.** Australia Outback.

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

A. Interacting with people and finding solutions to their problems. **A.** Strawberry cheesecake.

Q. As an RMGA Board Member, what would you like to accomplish? **Q.** If you won a 5 million dollar lottery, what would you do first?

A. Better training and licensing. **A.** Retire and travel. Work for Red Cross or disaster relief.

Q. If you weren't an HVACR contractor, who **Q.** What is your favorite movie?

A. The Sandlot.

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

A. Ken Pitcher, an uncle of mine that was killed in motorcycle

accident 10 years ago.

Stephen Hawking, what a mind-blowing experience it would be

James Patterson, Interesting thought process.

Q. People would be surprised to know...

A. That I have completed four Spartan Races in my late 40s.

Chris Barker is a partner with Thornton Plumbing & Heating and can be reached at chrisb@floor-heat.com. ■

*Every
Great Journey
Requires
a Plan*

FEDERATED LIFE®

No matter where you are on your journey, business succession planning can help. To learn more, contact your local marketing representative.

It's Our Business to Protect Yours
FEDERATED INSURANCE®

Federated Mutual Insurance Company and its subsidiaries*
federatedinsurance.com | *Not licensed in all states.
18-02 Ec. 33/17 | © 2017 Federated Mutual Insurance Company

MECHANICAL CODE DISCUSSION

NEW PRODUCTS Manufacturers' Installation Instructions



BRENT URSENBACH

BRENT URSENBACH

SALT LAKE COUNTY PLANNING
AND DEVELOPMENT

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385-468-6694

RECENTLY, DEAN DYATT AND I had an extended discussion regarding an inspection, where the inspector found a 95% efficient condensing furnace connected to the bottom of a B-vent. After several emails, text messages, and phone conversations, I realized the condensing furnace was vented using a

DuraVent

FasNSeal® 80/90

vent kit. This is a Special Gas Vent system listed for its use, defined, and allowed per the IRC and IFGC. The issue with the inspection was the installation instructions were not on site. This special gas vent system must be installed per the manufacturers installation instructions, and the instructions must be on the site for inspection. The images included here detail options for this vent system. Probably many reading this have never seen this special vent system, which allows a 95% efficient Category IV condensing furnace to vent with a stainless-steel liner, up through a B-vent, with Category I 80% efficient furnaces and natural draft water-heaters also connected. Instructions/Tables must be followed, insuring there is



sufficient annular area between the inside special vent liner and the B-vent.

CODE TEXT:

IRC G2403, IFGC 202 - Definitions

LISTED. Equipment, materials, products, or services included in a list published by an organization acceptable to the code official and concerned with evaluation of products or services that maintains periodic inspection of production of *listed equipment* or materials or periodic evaluation of services and whose listing states either that the *equipment*, material, product, or service meets identified standards or has been tested and found suitable for a specified purpose.

VENT. A *pipe* or other conduit composed of factory-made components, containing a passageway for conveying combustion products and air to the atmosphere, *listed*, and *labeled* for use with a specific type or class of *appliance*.

Special gas vent. A vent *listed* and *labeled* for use with listed Category II, III and IV gas *appliances*.

Type B vent. A vent *listed* and

labeled for use with *appliances* with *draft hoods* and other Category I *appliances* that are listed for use with Type B vents.

IRC R303.2 - Installation.

Materials, systems, and equipment shall be installed in accordance with the manufacturer's instructions and the International Building Code or International Residential Code, as applicable.

IRC G2427.4.2, IFGC 503.4.2 - Special gas vent. Special gas vent shall be listed and installed in accordance with the special gas vent manufacturer's instructions.

It's unreasonable to expect an inspector to be familiar with every product on the market, especially new products. When you install a new product, such as this vent system, please insure the technical information, including the manufacturer's installation instructions are on site for the inspection. In fact, the installation instructions should be left on site for all installations. Consider having a staff meet the inspector on the first installation in a city/jurisdiction.

Next month we'll continue the discussion on load calculations, duct design, and equipment selection.

Thanks for your calls and questions, which give me ideas for future newsletters.—Brent ■

WEDNESDAY • APRIL 11

RMGA
EDUCATION
SUMMIT
2018 HOTEL RL
SALT LAKE CITY • UTAH

2018 RMGA EDUCATION SUMMIT

WEDNESDAY, APRIL 11

HOTEL RL • 161 WEST 600 SOUTH • SALT LAKE CITY

SCHEDULE OF EVENTS

- | | | |
|---------------------|---|---|
| 7:45 - 8:00 AM | → | Continental Breakfast |
| 8:00 - 8:05 AM | → | Welcome and Introductions
<i>Ryan Rentmeister, President, RMGA</i> |
| 8:05 - 9:05 AM | → | Economic Outlook
<i>Mark Knold, Department of Workforce Services</i> |
| 9:05 - 10:30 AM | → | The Changing World of Refrigerants
<i>Gary Wadsworth, RSD</i> |
| 10:30 - 10:40 AM | → | Morning Break |
| 10:40 AM - 12:10 PM | → | Mechanical Provisions in the Energy Code
<i>Brent Ursenbach, Salt Lake County</i> |
| 12:10 - 1:20 PM | → | Federated Insurance BBQ Lunch
<i>Sexual Harassment in the Workplace</i>
<i>Dana Farmer, DJP Law</i> |
| 1:20 - 2:20 PM | → | Apprenticeship Program
<i>Bob Couse, Dept of Labor</i> |
| 2:20 PM | → | Raffle Drawing / Closing Remarks |





PIPELINE

FUEL FOR YOUR BUSINESS

153 SOUTH 900 EAST, #3
SALT LAKE CITY, UT 84102

RETURN SERVICE REQUESTED

RETURN THIS REGISTRATION FORM TO: RMGA • 153 SOUTH 900 EAST, #3 • SALT LAKE CITY, UT 84102
Fax to: 801-521-8360 or Email to: john@utrmga.com

RMGA EDUCATION SUMMIT 2018 REGISTRATION FORM • April 11, 2018

WEDNESDAY APRIL 11



company name _____

address _____

city _____ **state** _____ **zip code** _____

phone # _____ **fax #** _____

Names of Attendees from Same Company: _____

total amount enclosed:

Make check out to RMGA

\$ _____

registration fees:

FIRST ATTENDEE @ \$100* _____

Additional Attendees @ \$75 _____

**Includes \$25 dues education credit*

How Many?

sponsorship opportunities:

How Many? GOLD _____ @ \$600

SILVER _____ @ \$400

BRONZE _____ @ \$200

for credit/debit card payment:

Name on Card: _____

Credit card type and number: _____

Expiration date: _____ *Applicant Signature* _____

GOLD \$600

- Sign with company name displayed prominently at all functions
- Convention registration for 3 (includes 3 raffle tickets)
- 5 minutes during Member Meeting to promote your business
- Special recognition in RMGA Pipeline Newsletter

SILVER \$400

- Sign with company name displayed prominently at all functions
- Convention registration for 2 (includes 2 raffle tickets)
- 2 minutes during Member Meeting to promote your business
- Special recognition in RMGA Pipeline Newsletter

BRONZE \$200

- Sign with company name displayed prominently at all functions
- Convention registration for 1 (includes 1 raffle ticket)
- Special recognition in RMGA Pipeline Newsletter