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TSI NEWSLETTER

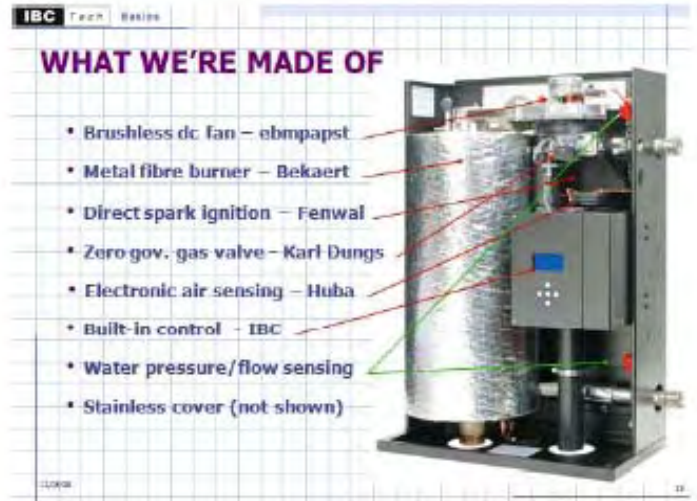
Product Information

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**INTRODUCING
 THE NEW IBC
 BOILER**



Beat the Heat

Price Correction

The price on the Nu-Calgon C-3 Mineral Oil (Part Number 4303-07) should be \$16.25. We apologize for this error in the 2009 Beat the Heat Catalog.

TRAINING

Check out the training-classes on our website:

www.tsihvac.com

or call

Susan in Green Bay or Carol in Madison for schedule of classes.

We at TSI are very excited about the new IBC boiler which we will be stocking. IBC is a boiler like no other with a unique heat exchanger and control.

To get all of the details on this product, please call your Territory Manager or the Hydronics department in either Green Bay or Madison.

Let us show you all the benefits of this new and innovative product.



Munchkin / Equiguard

Equiguard has announced that it will no longer be offering a 10 year extended parts and labor program for the Munchkin boilers. Any existing contract will be honored until the expiration date. Five year contracts are available on a special quote basis. Ten year contracts are available through Comfort Guard out of Hickory, North Carolina. Contractors must deal directly with Comfort Guard. Your TM can provide you with details on how to contact Comfort Guard.



Totaline Thermostats

Totaline has completely redesigned its line of residential and commercial thermostats. The thermostats have a sleek design and are easy to use. They will be available by the end of May. To make room for the new thermostats, we are closing out the existing line of Totaline thermostats. Ask our Inside Sales Reps about the special closeout pricing.



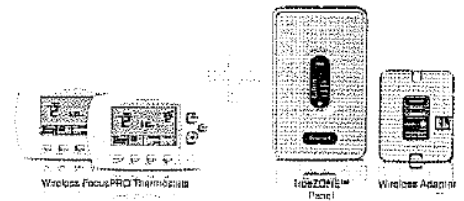
What's Your Zone-Ability?

This year, there's no doubt that you've been looking for ways to keep your business going strong. One great way to do this is to sell and install zoning. While this solution might not have always been possible - or even set you up for bidding risk - it's now a solution you should take another look at.

With the introduction of Honeywell's new wireless zoning models and kits, new sales and training tools, and promotions, there's never been a better time to increase your company's zoneability-increasing your ability to make more money and ensure higher customer satisfaction.

NEW! Wireless Zoning System

When used with our RedLINK-enabled TrueZONE™ Panels, our Wireless Adapter allows you to easily - and wirelessly - add zoning to a home or add more zones to an existing system. Most zoning jobs can be done in one day and bidding risk is virtually eliminated.



Part Number	Description
YTH6320R1023	Programmable Wireless Zoning Adapter Kit
YTH5320R1025	Non-Programmable Wireless Zoning Adapter Kit

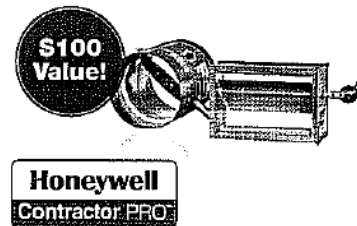
NEW! Sales & Training Tools

Increase your zoneability through our new RedLINK Zoning CD-Set, which contains training presentations, videos, as well as sales and technical literature.



NEW! Promotion

Now through May 31st, contractors who purchase a Wireless Zoning System Kit will receive a FREE Honeywell SPRD Zoning Damper in the size of their choice (valued at \$100). Visit the Contractor PRO™ website for more information on this promotion at www.contractorpro.com.



TSI SUPPLY CATALOG



The new TSI supply catalog has been printed and is ready to be delivered to you by your Territory Manager. Ask him about it!



Introducing the Calcana *Ignite* Rewards Program

Why sell Calcana Infra-red Heaters?

It is simple...You can earn reward points for great stuff (electronics, sporting goods, restaurants, travel...etc.) for every Calcana unit that you sell.

That's right. Just for selling our product which is easy to install, great quality, and competitively priced, you will earn 50 product points for each burner head that you buy! In fact, did you know that you can install a Calcana heater virtually anywhere you can install a unit heater? That's right; more selling opportunities equal more reward points which equal more fun! When you have the opportunity to install heating equipment, why wouldn't you want to use Calcana and earn points.

Bonus Points:

- 100 points for attending wholesaler sponsored Calcana annual training session
- 5,000 points for being top Calcana dealer (25 burner heads annually to qualify)

What do you need to do?

- Have your TSI representative help you register on the rewards website, it is easy!
- Make sure that your TSI representative sends Calcana a copy of any invoice that you buy Calcana product on (Calcana will take care of all the reward tracking).
- Sell lots of Calcana equipment.

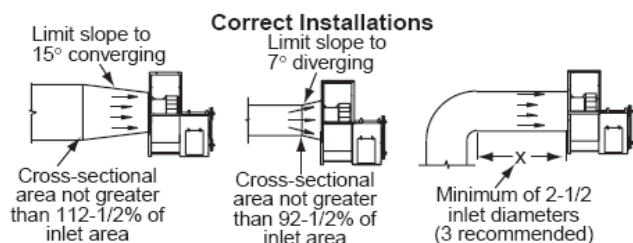
TSI Engineering Department News

Fan Applications and Trouble Shooting

The TSI Engineering Dept. frequently runs into questions about some fan or another that isn't performing up to expectations. So, we put together a few pictures that might help you folks out in the field to get the most out of your fans. ***Although our pictures are showing utility set fans, the ideas can be applied to about any fan installation, including prop fans.***

First, lets look at the air coming into a fan. The air going **IN** to the fan needs to go in nice and smooth, with no sudden turns and no sudden changes in duct size. A nice smooth transition going into the fan makes it run smoother, quieter and helps get the performance you want and need. A little extra sheetmetal work can save hundreds in call backs. So, here's some good examples:

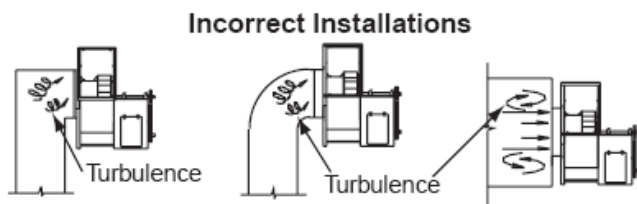
Centrifugal Fan Conditions *Typical Inlet Conditions*



If you or one of your customers is having a hard time getting the fan performance you expect, then take a look at the inlet of the fan. Next issue we'll take a look at fan outlets.

Dave Jones, PE
TSI Madison Engineering Dept

Now here's some stuff you DON'T want to do.



Summer is coming to the Warranty Department—Note Special Details!!!

Summer is on the way and cooling products will soon be in use. Here are some special instructions to help expedite your warranty claims. Please remember to fill out your SCA's with complete part numbers and serial numbers for **BOTH** the failed and replacement information when it comes to compressors and coils. We **NOW** also need serial numbers on both failed and replacement parts for thermostats, user interfaces, zoning and related accessories. In addition if this information is missing, the Warranty Department will be unable to process your claim and cannot provide you with your credit. Please take the serial number and part number directly from the actual part, not from the invoice you receive from TSI.

CLAIMS: Make sure to send in your claim forms within 30 days of the repair date to avoid claims from either being denied or charged a penalty (depending on each vendor's policy or product).

INTERNET DIRECT SALES

Many of you have probably heard one of your customers state that they can purchase a part or unit at a much discounted price over the internet. As use of the internet has increased, so does the chance that the product advertised is not what it may appear to be. There is a chance that a supplier puts on the market "like" products for sale. These products are not necessarily factory original material quality. We have also heard of people scrapping out products for the parts and then selling them on-line like e-bay, etc. Each time someone purchases one of these products they run the risk of trouble with it later. They must ask themselves what will happen if they need to make use of a warranty or if their warranty will be voided because of parts used that are not factory supplied.

You as a dealer/contractor have a reputable business and will be there for your customer on the sales and service that you provide. You need to have a pre-planned company position on how to answer this type of statement/complaint from your customer.

\$\$ Notes from the Credit Department \$\$

Every business should have a basic set of internal controls to protect the owner's investment. Start with reviewing all canceled checks each month and the reconciliation of your bank checking account. Also compare your monthly income and expenses to your budget for any red flags. Yes, every business should have a budget for the year for reference and control. Review the statements from your vendors three to four times per year. Personally open the mail and review the invoices to see if you are in good standing with each vendor.

It is also important to continue marketing for your business. Check Charlie Greer's article in the February 2009 issue of Contracting Business about a "Pre-Season Air Conditioning Inspection." This is a great way to generate sales from existing customers. The list of existing customers is your "gold mine" and should be used frequently to keep your name in front of your customer for their future service or equipment needs.

From the HR Department

The U.S. Department of Labor today unveiled the *FirstStep* Recordkeeping, Reporting and Notices elaws Advisor — its latest tool to help employers comply with federal employment laws. By using this tool, employers can easily determine which recordkeeping, reporting and notice requirements apply to them under the major laws administered by the Department. This new elaws Advisor has been integrated with the revised and expanded *FirstStep* Poster and *FirstStep* Employment Law Overview Advisors. All three Advisors help employers identify the federal employment laws relevant to them and then explain how to comply with the requirements. This new suite of elaws Advisors is available at www.dol.gov/elaws/firststep.

For any of your HR questions, please feel free to contact me.

Cheryl Hoffman, HR Specialist
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