



# TSI NEWSLETTER

## Damaged Freight on Direct Shipments

**Inside this issue:**

<b>Damaged Freight</b>	1	Damaged direct shipments continue to be a major problem for all of us. While there is no good procedure for resolving these problems, we are asking for your cooperation to minimize the costs by following these procedures:
<b>Product &amp; Price Information</b>	1	Please receive product and mark the freight bill as damaged. Contact TSI and we will assist you in contacting the freight company and starting the claim process along with getting a replacement unit or the parts to repair the unit. Once the claim is filed we can also help you to resolve the claim.
<b>Focus on Energy</b>	2	Refusing the product will cause added costs and delays to the process. Often, freight companies will only deal with the shipper or consignee and TSI cannot get involved because our name is not on the Bill of Lading. Shippers will not take the freight back and storage charges will accumulate. There also could be charges to reconsign the freight to us.
<b>Credit Hints</b>	2	Contact Dave Wolff in Madison at 800-598-1610, Ext. 352 or Gary Kumpula in Green Bay at 800-776-2014, Ext. 210 if you should need to report damages.
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## New Products

We are proud to announce the addition of two new product lines that will be in stock within the next 45 days.

**EOS Solar:** EOS is a line of evacuated tube solar collectors. EOS products are designed to be used to provide domestic and commercial hot water, radiant and pool or spa heating. We plan to have this product in stock around the first of September and will provide factory training in September. Look for details on the dates and times for this training.

**Gustafson Spiral Duct Fittings:** With the state codes requiring sealed systems, TSI is proud to introduce the Gustafson line of gasket spiral fittings. Using the gasketed fitting will eliminate the need to seal joints saving you time and money. Ask your TSI territory manager about Gustafson fittings for your next spiral job.

## Price Changes & Product Information

Product	Effective Date	Increase
Ward Nipples	June 6	8-9%
Legend Valves	July 1	15%
Flex-Con Expansion Tanks	July 21	5-6%
Amtrol Tanks	July 21	5-10%
B & G Pumps	July 28	6%
Grundfoss	August 1	5%
Wardflex	August 1	5%
Bradford White Water Heaters	August 15	5%
Rehau Fittings and Accessories	August 15	10%
Lochinvar Boilers	August 15	5-10%
Thermopan	September 1	6-8%



### CHANGE IN SANYO PRODUCT OFFERING

Due to the fact that Sanyo heat pumps have low ambient capabilities and are less expensive than the cooling only low ambient units, we will discontinue stocking the CL condensing unit in the residential 9-24,000 units.

# Focus on Energy Cash-Back Rebate Changes and Program Updates

CHANGES TO AIR CONDITIONER CASH-BACK REBATE EFFECTIVE SEPTEMBER 1, 2008

*Air conditioners and air source heat pumps MUST be installed with a program qualified furnace to receive a Cash-Back Reward.* Due to recent research, we can no longer offer an incentive for the split-system air conditioner alone. To receive the new \$100 Air Conditioner System Rebate, the air conditioner must be rated at 15 SEER or above, installed at the same time as a program qualified gas furnace, and 15 SEER units must include a TXV. The SEER will be for the system *including* the variable speed furnace motor and must be verified using the ARI directory. For information contact:

Jill Cornelius      Focus on Energy      Questions on Program Design      888-509-3247, Ext. 167

## Credit Hints

Don't miss the free monthly newsletter at GrandyAssociates.com The July issue covered passing on increased costs to your customers or having lower profits because you haven't. They also touched on recalculating your hourly rate at least twice a year and including equipment and vehicle replacement costs and monthly loan payments in your overhead numbers. Customers are willing to pay for quality work. Take your old accounts receivable and turn them over to a collection agency such as the Stark Agency in Madison (608-274-7764). With the larger delinquent accounts, make a personal visit to collect and stop working for the slow payers.

## Notes from our Human Resource Department

Effective July 24, 2008, **the federal minimum wage** for covered non-exempt employees will rise from \$5.85 to **\$6.55 per hour**. The Fair Minimum Wage Act of 2007, which amended the Fair Labor Standards Act (FLSA), provides for phased-in increases ultimately reaching \$7.25 per hour effective July 24, 2009.

Many states also have minimum wage laws. Covered employers must comply with both. The youth minimum wage and tip credit provisions of the FLSA remain the same.

For more information, call the U.S. Department of Labor's toll-free help line at 1-866-4US-Wage (487-9243) or visit [www.wagehour.dol.gov](http://www.wagehour.dol.gov).

Compliance assistance information for FLSA and other Department of Labor laws can be found at [www.dol.gov/compliance](http://www.dol.gov/compliance).

*If you have questions about programs or services, please e-mail [compliancehelp@dol.gov](mailto:compliancehelp@dol.gov) for assistance or visit on the web at [www.dol.gov/compliance](http://www.dol.gov/compliance).*

Got Human Resources related questions? Call or e-mail Cheryl Hoffman at 608-327-2314, [choffman@tsihvac.com](mailto:choffman@tsihvac.com).

## NATE TESTING AND TRAINING

If anyone needs NATE testing or training contact Jeff Wegner in the Madison office at 800-598-1610 Ext. 317 or Jamie Johnson in the Green Bay office at 800-776-2014 Ext. 221.