

D.A.C. Minutes

Friday, August 14, 2009
Lenexa, KS

Attendees:

Steve W, Bob K, Jeff U, Bill W, Kyle S, Nathan T, Sheila B, Robert C, Jason B, Phil K, Mike G, Steve K, Ken S, Steve W, Steve L, Chris G, Dan R, Steve H

Absent:

Mike H, Eric O, Dean O, Bill B, Don R

Meeting was called to order at 9:37 a.m. by Steve W. The minutes from the last meeting were reviewed.

Old Business:

******ACTION ITEM** – Jason when you have to order a warranty item such as a plug that cost \$7-9 and the minimum order to have it shipped from RCD is \$50 you have to order items you don't want and either keep them or send them back on the CPD truck. Why?

Its RCD's policy effective Jan 1, 2009 that a minimum order is \$50. Mike will get with our RCD representative Bob D about this when it's a warranty issue not just a regular order. Phil K will check into this further.

******ACTION ITEM** – Dean asked why the T2 t-stat doesn't have the change filter option on the display, why did the factory do away with this feature. Steve W will check with the factory. (Steve W was late arriving at meeting this Action item will be carried over to next meeting.)

New Business:

Phil announced our new Parts & Supply, Payne brand manager Mike H. Mike comes to us with a good background in our industry and will be a valuable asset for us.

Jeff introduced Dan R as our new Springfield Branch Manager.

Bill W talked about the substitution program for the Infinity/Evolution stats. The demands for these controls were higher than the factory had anticipated it would be. You can install a base stat and we will pay you \$100 for the install and when the Infinity/Evolution becomes available you can replace it. There is a form available in the Fall Equipment program. You can reuse the base stat over and over as much as you need to. For the rebate programs the consumer will still get the same rebate with the base stat as the Infinity/Evolution when you put it on the rebate form.

ACTION ITEM – Kyle asked about dual fuel stat – issues with availability. Bob will check into it.

Bob & Bill presented the Fall Preseason with the Cool Cash and Bonus Bucks programs. Bill talked about the Bryant program is basically the same only difference is CDCC terms, 150/120/90 this is because we became part of Carrier Enterprises, we will not have any black out dates for the rest of the year. It should allow us year around availability. CDCC for 2010 will be announced later, but we are hoping it will stay the same. You will notice new products and that will be presented later in the meeting. Carrier program is the same Bob went over the dates rebates are the same as previous promotion. Bob talked about the discounts on products.

We cannot allow returns on any R22 equipment that you stock in your fall program but we should be able to roll it over if need be.

Bob went over the financing program for Carrier and what the offerings will be for the fall. Steve H asked about the 50/50 rebate participation in the program from the dealers. Bob explained it was a factory decision, the factory put the money in the financing program ... don't over look the financing program it's a great selling tool most customers don't have the money to pay for a system but they are able to finance it. The financing program has advantages that you need to think about and present to the consumer as part of your sales presentation. Carrier is still supporting the Award Perqs for the fall but not sure if it will be continued into 2010 but nothing is firm on this.

The factory had its last call for R22 and CPD ordered enough for our needs until 2009 but when our supply is gone we won't be able get more. CPD made a decision to support Payne R22 longer so we will have R22 equipment available for you when our inventory of Carrier and Bryant R22 is depleted.

Steve W – good news we have changes in GEO warranty. The program was passed out. In the past Equiguard warranty was running approx. \$2,000 this was because their software wasn't able to break out that parts that were covered under the factory warranty. They have changed their software to do that and now we have 10 years P&L with markup on parts and a \$85 hour labor rate for \$795. Water to Water units are not covered under this program. This is a CPD program you must register thru CPD no one else has this program. Questions contact Beckie Weibhause in our Omaha office ext 213.

Carrier/Bryant GEO software has been updated ... you will not be able to pull up a specific model number as the new software uses SEER ratings. The software use to cost \$195 but now its free to you. Questions? Contact Mel Alexander or me and we'll walk you thru it.

Steve W handed out literature on Eco Choice (wood pellets whole house furnaces). Let me know if you have any interest in this product; we went around the table ... no real interest except maybe Beerman. But the comment was made that there has been interest in some parts of our territory for whole house exterior wood burning units.

Steve W as if there would be interest in Solar – some interest

Wind Generated power – some interest

Mike G has been using a product called KBar. KBar captures unused electricity from motors as they are running. The product drops your amps and the load on the panel. Commercially KBar is ideal for panel mounts where there is a lot of refrigeration like a grocery store or a Dairy Queen but KBar is kind of pricy, but most businesses can expect a 12 to 24 months payback on their investment.

Phil announced the Regional Dealer Meeting for 2009 instead of one main dealer meeting. Because of the economy CPD will travel to each region and present the meeting. The meetings will be the week of September 14.

Sioux Falls
Omaha
Des Moines
Wichita
Lenexa

The meeting has a quality agenda – sales class, advertising and new products. If you can have your salesmen there for the sales class training it would be very beneficial for them. Sales class is scheduled for 1 p.m. at each of the meetings.

Lenexa branch will sponsor Superior Radiant training September 30th (flyer to follow but it will be late afternoon session) done by a factory representation. It will be service and installation training.

Bob K announced our new product line up (PowerPoint Presentation) our new inventory will help you meet the tax stimulus incentive.

Bryant

113ANA, 114ANA, 213ANA, 124ANA, 126ANA, 167ANA, 180ANA, 225ANA, 226ANA, 266ANA, 288ANA, 310AAV, 340AAV, 315AAV, 353AAV, 359AAV, 355CAV

Carrier

24ABB3, 24ABB4, 25HBB3, 24ACB4, 24ACB6, 24APA7, 24ANA1, 25HPA4, 25HCB6, 25HPA6, 25HNA9, 58MCB, 58STA, 58CVA, 58HDX, 58MVC, 58MEB

New Coils

For 359AAV/58HDX
CAPMP3619ACA
CAPMP4834ACA
CAPMP6025ACA

Information is on www.HVACPartners.com on the new products

ACTION ITEM - Bob K/Bill W will produce for the dealer meeting a handout that has every item that we stock in an electronic and hard copy with the tax stimulus information from ARHI.

Parts PreSeason starts September 1, 2009, books should be out the last week of August and you can start ordering from it immediately.

ROUND TABLE

ACTION ITEM - Ken S – Invoice payments not being applied as requested. Phil said that A/R is applied to the oldest invoices first unless it's stated that you want it applied to a specific invoice. Ken and Kyle both state that isn't happening, they send in a check with specific invoices for it to cover and its not being applied that way. Phil will check with Kari.

Ken – equipment availability seems like Lenexa had lower inventory levels than Omaha. Phil explained that Omaha is the distribution hub to supply the north group; Lenexa is the distribution hub for south sometimes we have to move equipment around depending upon sales. The Omaha is a larger warehouse so we try to stock as much as we can in Lenexa but the overflow is in Omaha.

Ken would like to have a critical parts stock for the top of the line equipment in Lenexa it seems that we never have it in stock and have to order it in. Phil stated that with the new high efficiency units we don't know what kind of failures we are going to have or what our usage will be so it takes a while to build history for ordering.

Kyle S – asked about the radio auction invoicing. Jeff is figuring man hours to divide the cost. Get the cost and hours to Jeff and he will then figure out how much each of the participating dealers will owe.

ACTION ITEM - Bob K - Mike G asked about extended warranty pricing since most products are 10 year now. Ideally it would be a 10 labor only contract that is close to Amanda & Goodman's \$99 offering.

Nathan – trouble getting call backs from tech support. Steve W responded that he hasn't really heard anyone saying they weren't able to get a hold of him or James. We are on jobsites and return calls as soon as we can. Steve L thinks they do a great job.

ACTION ITEM - Steve K asked about trouble shooting on the 2 stage A/C – Steve W to get him some troubleshooting info but you can always check www.HVACPartners.com for most minor troubleshooting problems.

Nathan stated that he was having issues with hybrid systems being overcharged from the factory. A round table discussion was held on this and it was determined that several others were having the same issues.

TXV issues on N Coils – Steve W asked if any of the dealers were having problems with this and it was determined that they were.

Steve L asked about local trade shows. The American Standard dealer is using an American Standard trailer for his trade shows. Does CPD or Carrier have something to loan out where the equipment is function able so that you could hook it up if you wanted to. The factory has a generator trailer right now with a functioning Carrier unit on it. Must be scheduled thru Carrier (factory). Steve asked if several of the dealers wanted to get together and make one up for their own use and furnish all the materials. It was discussed no decision was made.

ACTION ITEM - Steve L asked about CPD having an inflatable Infinity A/C that you can put on your building. Phil this is a possibility, Steve said he had already checked into pricing on it and will give it to Rod Wells to give to Jeff U.

Jeff U wanted to let everyone know about the electric heat packages we have in inventory that are Warren. It's the same model number with a W at the beginning and the end. We had some calls that they were too short, didn't plug in correctly etc the enclosed instructions with the unit had answers for most issues. If you have any questions contact Steve W, Jeff U or Dan R and we'll be glad to answer them.

ACTION ITEM - Steve L asked why Bryant and Carrier dealers who do ICP warranty have to pay a \$25 fee. Phil said that all ICP distributors in the Kansas City region were charging warranties fees and if we didn't charge it we would be doing everyone's warranty for free. Phil will check and see if there can be exception if you are a Carrier or Bryant dealer in good standing with CPD.

ACTION ITEM - Steve H ask if anyone had any ideas what to do with reclaim refrigeration Mike G said someone had contacted him about PureChem. Chris Gregory to check into what Watsco is doing

Our next meeting will be December 4th at 9:30 a.m.

Meeting was adjourned at 2:10 p.m.