

D. A. C. MEETING MINUTES FOR AUGUST 11, 2011

OLD BUSINESS

REVIEW OF LAST MEETING MINUTES

LAST MEETING "ACTION" ITEMS

NEW BUSINESS

1. FAP PARTS STOCKING (PAUL T)
 - a. Can we stock all parts and pieces that could potentially be needed since non FAP parts are not acceptable for warranty. With the NOW Plus warranty system, we will have more visibility into which items we should keep on hand. It's an ongoing process, we will continue to work on and get better at it. As far as new product parts, it's harder to get those than older product parts. Alpine program; we report weekly on control boards, compressors, motors that we move more than 6 of year over year. According to that, we are at 95% fill rate. We also get a weekly report of RCD's fill rate as well.
2. DAMAGED EVAP COILS & UNIT NOISE LEVELS (TONY J)
 - a. We understand the damage issue, it happens when loading them into the truck at the factory. It's concealed damage so it's not easy to determine right away. We're being proactive on checking for this and reporting it to the factory. Unit noise level, Evolutions products are noisier than they have been in the past. When they re-did the units, they removed the grommets and are looking at putting them back in; in addition they are moving to a scroll compressor.
3. VNA TRAINING
 - a. John Z is done with VNA training. We've asked for a list of dealers that would be interested in selling this product and most have already attended the training. John Z still needs to go out on initial startups with this product.
4. NEW FURNACE LINE UPDATE (BOB K. & BILL W.)
 - a. Bryant Handout. Looking for them to start arriving in October. First production beginning of September. 97%, reaches 98% in a few applications. 96% that will be Evolution compatible. Supposed to replace the 355BAV. Legacy tier to come out Q1 2012. Nomenclature has changed. We do not have any product data yet, supposed to have it towards the end of the month. We intend to stock the 987M, 58MM, 986T, 59TN6A, 925S and 59SP5A. 58UVB replacement? We will honor some trade outs of old furnaces for new furnaces. If you anticipate this need, let us know ASAP. By the time the new units come out, all of our stats should be compatible.

5. INFINITY/EVOLUTION UPDATES

- a. Infinity touch screen stat should be available in November; this is a replacement and not an addition to the line.

6. VOIP INTRODUCTION (PHIL K)

- a. Looking at having Omaha up and running towards the end of the month, then rolling it out to the other branches. This allows us to transfer between branches and departments easily. All phones will ring first to a menu of options.

7. BELOIT MOTORS (PHIL K)

- a. During a certain time period this year, Regal Beloit manufactured motors that didn't have the wick in the proper place. They've done a recall and the list will be forwarded to dealers shortly. CPD has inspected our inventory and pulled those that have the potential for failure. To get reimbursed for inspecting these units, regardless of whether or not it needs replacing, take a picture of the model and S/N so we know it was truly inspected. If inspected and no replacement is needed, \$75; if needs replaced, \$150 and the motor needs to be sent to CPD. We've not sent out the bulletin before now because we don't have the inventory to support all of the proactive inspections.

8. NEW "NOW PLUS" WARRANTY PROGRAM PRESENTATION (BECKY W.)

- a. Just like new product training, new program training is important as well. We've been doing online training on the new system, every few weeks. They are scheduled at various times and days throughout the week. We receive a report of claims pending and/or rejected and Beckie W follows up with the dealer on the issue. There are many reporting functions that can help the dealer and the distributor if you take the time to go in and look at them. If you have suggestions for changes, let Beckie W know and she will take it to the committee that can address them. Beckie W has procedures lined up for all DSB's, if you need them contact her and she will get them out ASAP. Question on finding invoices for old part numbers: E-storefront has information on invoices after 12/31/09. **ACTION ITEM: Search by S/N function in e-storefront.** Under the warranty tab on HVACpartners, there are short training videos.

9. DISCUSSION ON NEW DAC MEMBER RECRUITMENT

- a. We're looking for another Bryant member. Kurt will be Deloy's replacement. **Steve W to send out a list of members and tenures.**

10. EQUIPMENT & PARTS PRESEASON DISCUSSIONS

- a. Working on the books right now, very similar to prior years. Looking at a launch date of 9/1/11 running through 10/15/11. New products added. Rinnai, through the wall unit, there will be training classes held soon and we will have marketing/launch kits. Our TopTech brand of parts is doing really well for us; the stats have had a lot of success when combining them with the logo'd badge that fits all lines of the TT stat.

11. TRIP INFORMATION UPDATE (PHIL K)

- a. If we don't get enough people signed up for the Grand Cayman trip soon, we will need to cancel. Phil K to send out a drop dead date.

OPEN DISCUSSION

Web orders: need a daily check as well as follow up on the notes within orders.

Skype: can we do web meetings to help expand our base and get new members.

Price Increase: 4-6% Frustration with ICP being able to announce their increase and the amounts 30 days ago and we're just finding out about the Carrier/Bryant increase. Rick K would like more notice, RNC jobs are bid and not completed for several months so in the event of a price increase, they aren't able to plan for it. Phil K to take the suggestion back to the factory.

Deloy S: FY5 vs FB4, why do we have both when FB4 covers both applications and it's more efficient.

Rich K: 2009 Energy Code goes into effect 8/24/11, duct work needs to be leak tested, programmable stat, suction lines need to be R3, liquid lines that can reach over 105 must be insulated, CPD to check our line set stock and make sure we have what we need. CMU: 54,000 BTU must have an economizer, does not exclude split systems, suction lines must have 1.5" insulation, liquid lines that can reach over 105 must be insulated. This does not apply to AOR unless it's over 50% of the cost of the building. The city can make it more stringent, but it cannot dip below these standards.

JDC training: How's it going? We get monthly reports and it shows that those participating have increased purchases by 29% since they attended. Postcards were sent out to blanket zip codes rather than names and qualified leads.

Idea: Sales techniques, bringing in another sales force to replace yours for a week, after 1 week of a sales promotion.

Evolution stats: aesthetics are poor, old large decorative back plate doesn't fit the new stats.

PICK NEXT MEETING DATE

Thursday, December 8th at 9:30 a.m.

ADJOURNMENT