

comfort zone

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One Link of the Chain



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answer the call of accountability

Accountability is really a call from your conscience. It's the voice that tells you to do the best you can and to hold others responsible for being their best selves.

People lacking accountability are those who are “along for the ride” floating through life, blaming others for their failures and lacking integrity in relationships.

Remain accountable to yourself first and use the following tips to create accountability:

- **Don't confuse obedience with accountability.** It is common to confuse accountability with a system for making sure people do what you want them to do using rewards and punishments. Those who obey are merely doing the work to avoid getting punished. And they may do work to avoid getting punished at the expense of other people, morale, or customer goodwill. Just doing what you are told is not accountability. One must take ownership of his successes and failures to be accountable.
- **Discomfort and remorse are important teachers.** When someone fails to perform don't minimize the remorse they feel for messing up. Let them experience the emotions so you don't take away their learning. But remember that people don't learn when they feel threatened—so tread lightly.

- **Lead by example.** If you want your staff to be more accountable, be more accountable yourself.
- **Make expectations clear.** Provide communication about specific company and customer expectations and hold all team members accountable for their promises.
- **Accountability and responsibility are first cousins.** Make and keep your promises. If you find yourself getting off track stop and check yourself. Be honest with yourself and be honest enough to hold others on your team to their personal best.

Accountability comes from within and helps you catch problems early on so that you can take ownership of responding to them. Stop yourself the next time you have the urge to say, “That's not MY job.” **Hold yourself and others accountable so that everyone will perform at their personal best.**

Susan Fletcher, Ph.D is a psychologist, author and speaker who specializes in helping individuals, professionals and organizations apply strategies for fast improvement. Her Smart Zone™ strategies provide ways to be a top performer at work and home. To learn more about how to be in the Smart Zone™ please visit her website at www.SmartZoneExpert.com or contact Susan at 972.612.1188 or by email at Susan@SmartZoneExpert.com.



hvac conservation tips

- Set up maintained temps in interior zones that are in cooling mode
- Tighten up optimal start/stop schedules
- Reduce fan static pressure where possible
- Turn off non-essential auxiliary systems such as fountains, etc.
- Start chillers and VAV heaters earlier in the morning so you can reduce the call for energy during the higher demand hours
- Perform operations and maintenance procedures to ensure that HVAC systems are performing at optimal levels
- Check to see if all unoccupied after-hours areas' HVAC have been set back or below 60 degrees

refrigerant reclamation best practices

If you maintain or own a system which contains any refrigerant gas, here are some simple steps to help you remain compliant:

Prevent/Repair Leakage

1. Inspect For Leaks
 - If your system is greater than seven pounds, inspect for leaks every 12 months
 - If your system is greater than 100 pounds, inspect for leaks every six months
 - If your system is greater than 900 pounds, inspect for leaks every three months

2. Repair Leaks (if there are any)

Note: Inspect for leakage within one month after the repair

3. Install Leak Detection Systems if 1,000 Pounds or More
 - Check the leak detection system every 12 months
 - Maintain accurate records to create a solid compliance record
 - Record the amount of refrigerant that was added, recovered, and destroyed
 - Record the name and date of the inspection

Trigger Rates for Leaks

- Commercial equipment—35% leak rate/year
- Industrial process refrigerant—35% leak rate/year
- Comfort cooling—15% leak rate/year
- Any other appliances—15% leak rate/year

Note: You should repair a leak within 30 days of the leak being discovered or develop a retrofit or retirement plan that must be implemented within 12 months.

Recover, Reclaim, and Destruct

1. The EPA requires that all disposable virgin cylinders must be recovered to a 20" vacuum before discarding
 2. Reclaim cylinders should go through a vacuum before being used
 3. Make sure to vacuum your recovery machine out between uses when dealing with different gases
 4. Always keep a different recovery cylinder for each type of gas you are recovering
- Note: Mixing gases can be costly*
5. With each new account, take inventory and verify the installed refrigerant
 6. When unsure of the gases in the recovered cylinder, exchange it for a fresh tank
 7. All equipment must be recovered
 8. Recovery reclamation should take place before final disposal

Obtain Proper Training/Certification

Note: See EPA Certification Test Review

Share Environmental Impact with the System Owner

1. If you save the refrigerant from a five ton system, it's the same as saving 297 trees
2. LEED certification can provide points and savings
3. Check savings on electric bills
4. Check your local utility company for specific incentives
5. Energy Star ratings can save you money on monthly electric bills and tax rebates



how do we save our clients money?

By Working Hard Managing Our Time.

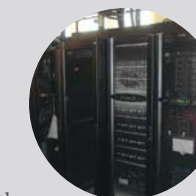
An important prerequisite of controlling client costs, as well as our own expenses, is planning. At AirTight, we do our best to plan and look ahead. Do we really need two men on site or can one handle the job? We don't run two-man crews. We provide the second man as needed.

AirTight uses Tuesday morning planning sessions to prep for the following week. We go over service calls pending, parts we're waiting on, anything involving technical manpower. We look out two or three weeks, knowing it will change. We try to predict slack time and communicate it to our internal team.

The company is definitely not cutting back on training. We educate on the right things, not the same old hoopla. Interpersonal skills are huge. What do you bring to the customer other than a pipe wrench?

We're getting asked by our customers to talk about cost. A good portion of what we do is work on relationships, and to get feedback like,—yes you've got to submit a price, but we don't necessarily have to pick the lowest price. People still appreciate quality and professionalism. If you have that relationship where the customer sees the value—stuff that they live and die by—the relationship is key, not just now but especially now.

faster and hotter



Moore's Law states, "Every 18 months, the computing capacity, meaning work done by a computer, will double". The amount of heat given off by the computing equipment will also rise.

That law drives many IT decisions. Data center cooling has a whole new complexity. We no longer work based on watts/square foot. Today it's all about kW/rack of IT gear. Larger-capacity, faster, and therefore hotter computers, (especially blade-style servers) have forced us to analyze the physics of data room "cooling".

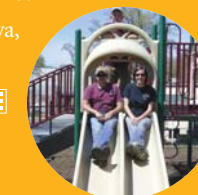
Today's focus is "heat removal". CRAC units don't sit at the data center perimeter; they are strategically located within and often look just like a rack of IT equipment, positioned to ingest the hot air—the higher the return air temperature, the more efficient the overall operation.

Many data centers have an abundance of heat-removal capacity. The problem is the supply and return air distribution. It's inefficient to mix supply and return air; you wind up extracting a portion of the heat into the airstream, where it can be transferred into the chilled water or refrigerant and expelled from the room.

If you are in a Faster and Hotter Data Center, IT closet or other electronic forest, call AirTight to gain control of your electronic hot-spots. We thrive on remediation projects in existing facilities and work hard to ensure your up-time and availability.

giving back to the community we serve

AirTight supports IFMA Charlotte's outreach program, The Urban Restoration. TUR provides evangelistic, educational, athletic, counseling, and social services to over 20,000 residents. IFMA Charlotte revitalized TUR's playground and turned a dirt lot into a playground with new equipment, a tetherball court, and a basketball court! Lauren Edney of CBRE and IFMA Charlotte Chapter President said, "Groups from AirTight, JonesLangLaSalle, and CFS-MilliCare brought co-workers, families and even customers. Sarah Clark, IFMA community chair, and AirTight Sales Rock Star & Marketing Diva, led this team to victory!"





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employee spotlight

Service Technician

James Towery came to AirTight with some basic skills but more importantly, a huge desire to learn and to succeed. He has certainly done both of those things very well. We are very proud to have James on Team AirTight. He is the kind of man who is there when you need



him. James goes above and beyond to serve our customers, all the while balancing his role as a dedicated husband and father. James, Kathy, and their three children live southwest of Charlotte.

Thank You for all you do James!

We strive to be the HVAC leader in the commercial, critical site/ data center and industrial markets. AirTight is deeply committed to customer-based relationships focusing on communications, quality and integrity. It's the only way we know how to do business.

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