

UPDATE



**HVACR
Supply +
Solutions**

JANUARY 2012

**SHAKE IT UP
BABY, NOW**

**WATCH OUT
FOR WINTER**

**HIGHER LEARNING
= HIGHER EARNING
ABCO UNIVERSITY
IS NOW IN
SESSION**



DECISIONS 2012: Ideas to consider for the new year.

DECISIONS 2012

A look back, a look ahead.

You always hear from all the pundits and predictors about the economy. And, that advice can change at the drop of a hat, depending on the latest news, rumor, or who's leading in the polls that day. When it comes to the HVACR industry, we thought a good place to gain some insights would be right at the frontline. These are the people who sell, install, repair, and replace HVACR



THE 25C FEDERAL TAX CREDIT HAS EXPIRED.

As we go to press, ABCO and other industry leaders have learned that there have been negotiations to have them reinstated and made retroactive to January 1, 2012. This has only been proposed, and there is presently no definite timetable or plan to have them return. ABCO will help you and homeowners find **every local utility rebate and incentive available.**

Get a copy of our **Package Deals** for Winter 2012 or go to **ABCOhvacr.com** to see what's available in every region.



equipment every day here in the Northeast and across America. The one fact that everyone agrees on is that you can strike a chord with homeowners if you acknowledge their perception of where the economy is headed

G. Andrew Smith of Bob Smith Air Conditioning, Inc. left no doubt about his biggest concern "The biggest impact on our residential service and replacement business in 2011 was **people's concerns about the economy**, and the reduction of energy tax credits," he said. "We had customers with equipment that was not cooling well or needed major repairs. In the past they would replace the system with a high efficiency system with little encouragement. However, this year they often chose high dollar repairs hoping it buys them a couple of more years."

In a number of cases customers would review the replacement options and ask about energy tax credits. Then they would take one of the following steps:

- 1 Suffer with a warmer home to get through the hottest months
- 2 Consider high efficient replacement but the \$300 credit was not enough to push to higher efficiency
- 3 Settle for either a low efficient R410A system, or
- 4 Replace only the condenser with a dry R22 know the risk of future higher R22 refrigerant prices."



Dalton Dunbar of Commonwealth Heating & Cooling agrees said that "Going forward I believe we need stability in the market and people's fears of government standoffs put aside."

Scott Basso of Steve Basso Plumbing Heating & A/C LLC has a very optimistic viewpoint. "**Repairs will soon turn into replacements.** We have seen business improve year after year. A lot of delayed service in years past has

resulted in more replacement sales. There is pent up demand that will continue to follow through into next year." Basso added some other thoughts. "The Northern Efficiency standards should **push quite a few 80% furnace replacements forward** ahead of its implementation next year. This will be a sales focus for us. We would also love to see an end to the dry ship R22 units."

Andy Ward of Republic Plumbing listed what he considers the most important industry trends to him. "For us, having to compete against unlicensed contractors has been our biggest challenge," he said. The lack of enforcement with contractor requirements and laws has



been a big concern. ABCO shares this concern. Our mission is to exceed expectations and maintain the highest standards. **This applies not only to the products we sell, but to whom we sell to.** We only do businesses with companies and professionals that are licensed, trained and properly certified.

Other notable ideas keeping HVAC contractors on their toes include:

- **Flat rate pricing.** A contractor said, We did not fear the "recession" and grew 35%+ YTD. Our goal was 30% for 2011. Also we had growth in the last 5 years with each following year improving over the previous.
- **Home performance contracting.** Here is what one HVACR contractor had to say. "We wanted to be involved with the home performance contracting side of the home repair industry, especially since a great deal of it revolves around HVACR," he said. "I did not want to be behind the curve on this coming trend. This is a real eye opener and if HVACR contractors don't start now they will become subcontractors to that industry."



A prediction you can rely on. ABCO will be there with the solutions and service to help your business in 2012

Brian Braley of Guymon Heating and Air Inc. said that all of the events of the past few years have made him a better contractor going into 2012. "**These conditions have created a climate that has made us better as a business.** We have become better at providing service for more customers than ever before. Service sales have rocketed which have made us step up." "This has been a blessing in disguise because it forced us to be better and more efficient at what we do."

At ABCO, we look forward to taking on whatever the New Year brings by always striving to find better ways to help your business. We invite you to take full advantage of our Package Deals, our innovative Mitsubishi and Luxaire Dealer programs, the expanded training available at ABCO University, and to share in our experience and knowledge in HVAC and Refrigeration.

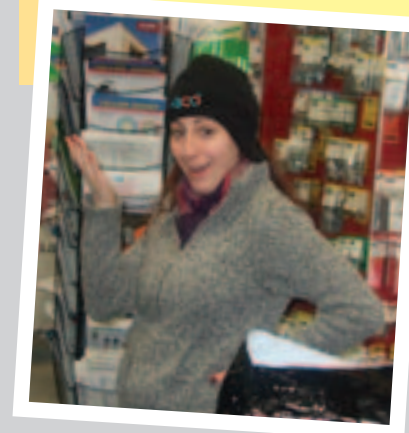
Here's to a prosperous 2012.



See page 6 for January classes. You can enroll at **ABCOhvacr.com**

TIS THE SEASON TO BE JOLLY AT THE ABCO

Holiday Party!



The holidays were celebrated in style on December 14, 2011 at the ABCO Holiday Branch Party. There were breakfast buffets and luncheon spreads, as well as gifts galore including ABCO sweatshirts, winter caps, calendars and rain ponchos. Thousands of customers had a wonderful time at our 17 branches that extend from Boston to Baltimore/Washington DC for a day of friendship, partnership and holiday spirit.

Thank you again for being our valued customer. We look forward to serving you in 2012 and beyond.

Wishing you a Happy, Healthy and Prosperous New Year!

We'd like to thank all our vendors who participated at our 2011 Holiday Branch Parties. Thanks for bringing good cheer, great products and valuable information.

- Mitsubishi • Emerson • Honeywell • White-Rodgers
- Tecumseh • Nu-Calgon • NTI Boiler & Turbotorch
- MagicAire & ComfortAire • Diversitech
- JB, Inficon, Klein Tools, Fluke/Amprobe & Packard
- Fieldpiece, TerraLUX & Imperial Tools • Kehoe Sales representing Mars, Honeywell Genesis & more
- Thermco representing Reznor, Watts/Radiant & more
- United Components representing Packless and more

HIGHER LEARNING = HIGHER EARNING

ABCO UNIVERSITY JANUARY 2012 CLASSES

Emerson

Refrigeration Simulator
from 8am-4pm
Tuesday, January 24th - White Plains



Honeywell

Honeywell

Air Zoning Training Wired & Wireless Solutions
from 5pm-7:30pm
**PLEASE NOTE TIME IN BALTIMORE
Thursday, Jan 12th - Baltimore from 4pm-6pm
Tuesday, Jan 17th - Center City
Tuesday, Jan 31st - Totowa

Hydronic Pumps & Hydronic Piping Practices
from 5pm-7:30pm
Wednesday, Jan 25th - Boston



Luxaire

Modulating Gas Furnace
& Communicating Controls
from 5pm-7:30pm
Monday, January 23rd - Boston
Tuesday, January 24th - Stamford
Wednesday, January 25th - Suffern
Thursday, January 26th - Queens
Monday, January 30th - Long Island
Tuesday, January 31st - Center City



Sporlan

Expansion Valve Selection
& Applications
from 5pm-7:30pm
Thursday, January 12th - Boston
Wednesday, January 18th - White Plains
Thursday, January 19th - Queens
Thursday, January 19th - Center City
Wednesday, January 25th - Totowa



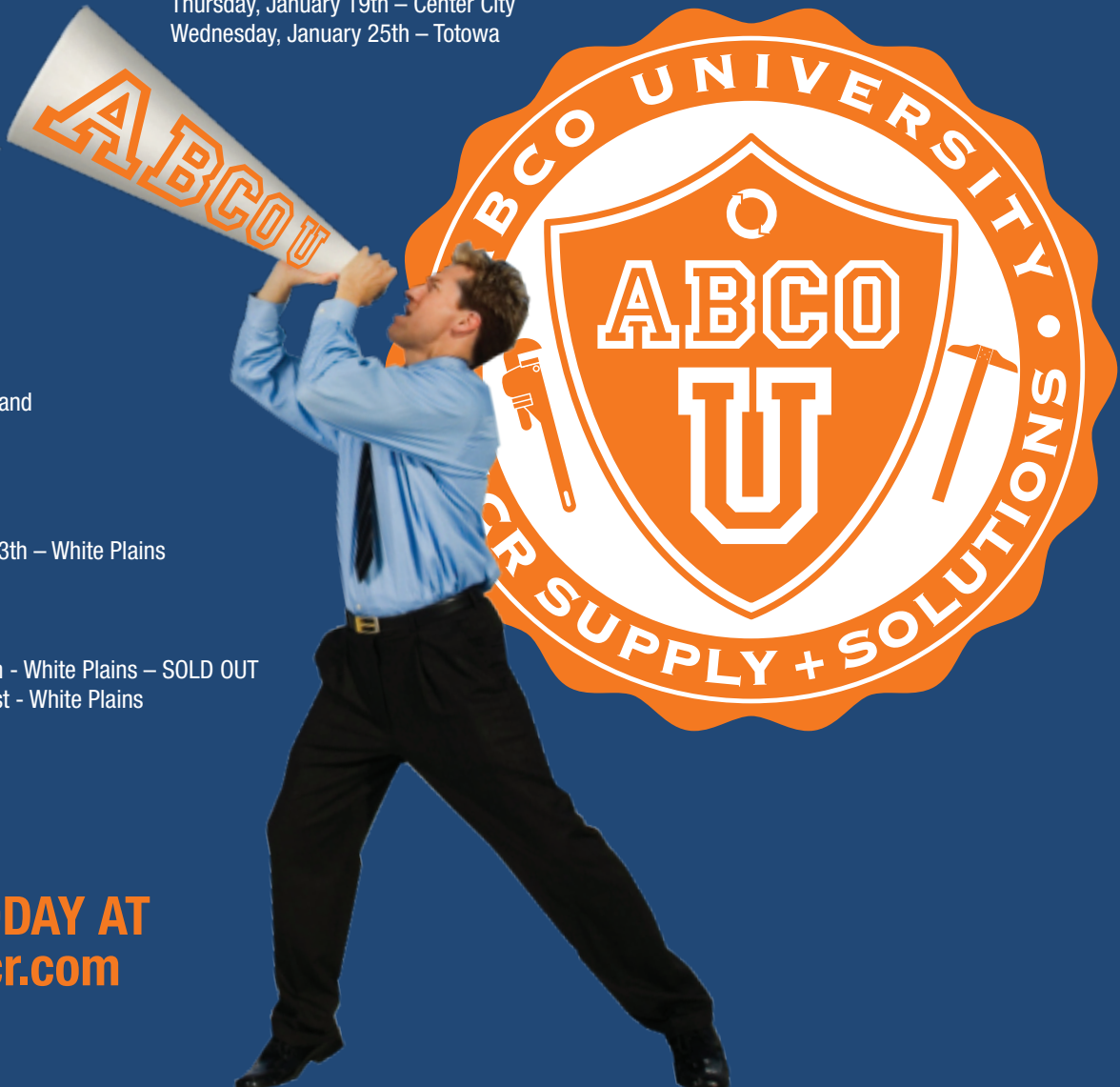
Mitsubishi

City Multi - Maintenance Tools
from 8am-4pm
Wednesday, January 18th - Long Island
Friday, January 20th - Center City

Mr. Slim-Service & Installation
from 8am-5pm
Thursday, January 12th - January 13th - White Plains

City Multi Service & Installation
from 8am - 5pm
Monday, January 9th - January 11th - White Plains - SOLD OUT
Monday, January 30th - February 1st - White Plains

Mr. Slim - Get in the Zone
from 8am-12pm
Tuesday, January 17th - Baltimore



ENROLL TODAY AT
ABCOhvacr.com



Don't let winter sneak up on you.

Now is the time to winterize your customers' equipment with Nu-Calgon Glycol Freeze Protection products.

Freez-Therm™ is specially formulated for HVACR systems, making it the perfect ethylene glycol heat transfer fluid and freeze point suppressant. It provides optimum freeze or burst protection, it's fully inhibited to prevent corrosion and it's highly effective over a broad temperature range.

Freez-Kontr'I® is the complete propylene glycol heat transfer fluid and antifreeze. It's non-toxic, fully inhibited and formulated for chilled water, hydronic and other closed systems. Plus, it provides optimum freeze or burst protection.

Burst-Kontr'I AP® is a pre-mixed and ready-to-use inhibited heat transfer and anti-freeze fluid, providing optimum corrosion protection for all metals, including aluminum.

Contact your ABCO Sales Account Manager or Branch Team for more information about Nu-Calgon glycol products.





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Contact us for all your HVAC/R needs, or visit our website at www.ABCOhvacr.com

Branch Manager	Location	Phone Number
Craig Bakelaar	Bronx	718-401-1001
Wayne Turner	Bronx	718-401-1001
Robert Siegel	Brooklyn	718-257-5700
Guy Damis	Long Island City	718-937-9000
Anthony Sciarriello	Long Island City	718-937-9000
Vincent Riker	Long Island City	718-937-9000
Cesar Zevallos	Manhattan	212-929-8400
Harold Kaplan	Staten Island	718-273-0200
SallyAnn Whalen	Staten Island	718-273-0200
Patti Henderson	Hauppauge	631-234-5500
John Cassetta	Hicksville	516-938-8400
Gregg DeFranco	Suffern	845-357-3322
Ulysses Ramirez	White Plains	914-946-2020
Louis Mirabal	White Plains	914-946-2020
John Canetti	Kenilworth	908-931-0700
A.C. Williams	Totowa	973-812-6500
Ben Cruz	Philadelphia (Center City)	215-922-0200
Mark Shinn	Philadelphia (NE)	215-673-2300
Ron Jenner	Boston	617-625-5500
Frank Justo	Stamford	203-325-9000
Jim Smithson	Wilmington/New Castle	302-328-0400
Jay Roeder	Baltimore/Washington DC	410-724-8900

Sales Account Manager	Territory	Phone Number
Al Stella	Suffern/Totowa	973-460-3625
Andrew Kahan	New York City	347-672-3137
Dominick Drab	Hauppauge	917-335-3952
Greg White	Wilmington/New Castle	302-218-1692
Joseph Hamilton	Baltimore/Washington DC	410-218-2674
John Launay	Kenilworth /Totowa	201-376-6161
Joseph Cosentino	Connecticut	646-523-6541
Justin Renna	Hicksville	917-681-2796
Michael Motyczka	Philadelphia	215-409-5630
Mike Crowley	Queens/Brooklyn	347-538-7047
Peter Donati	Boston	617-592-7039
Tony Russo	Bronx/Westchester	347-723-0062

