

# BEYOND REPAIR

News and information that drives your business.

April 2011

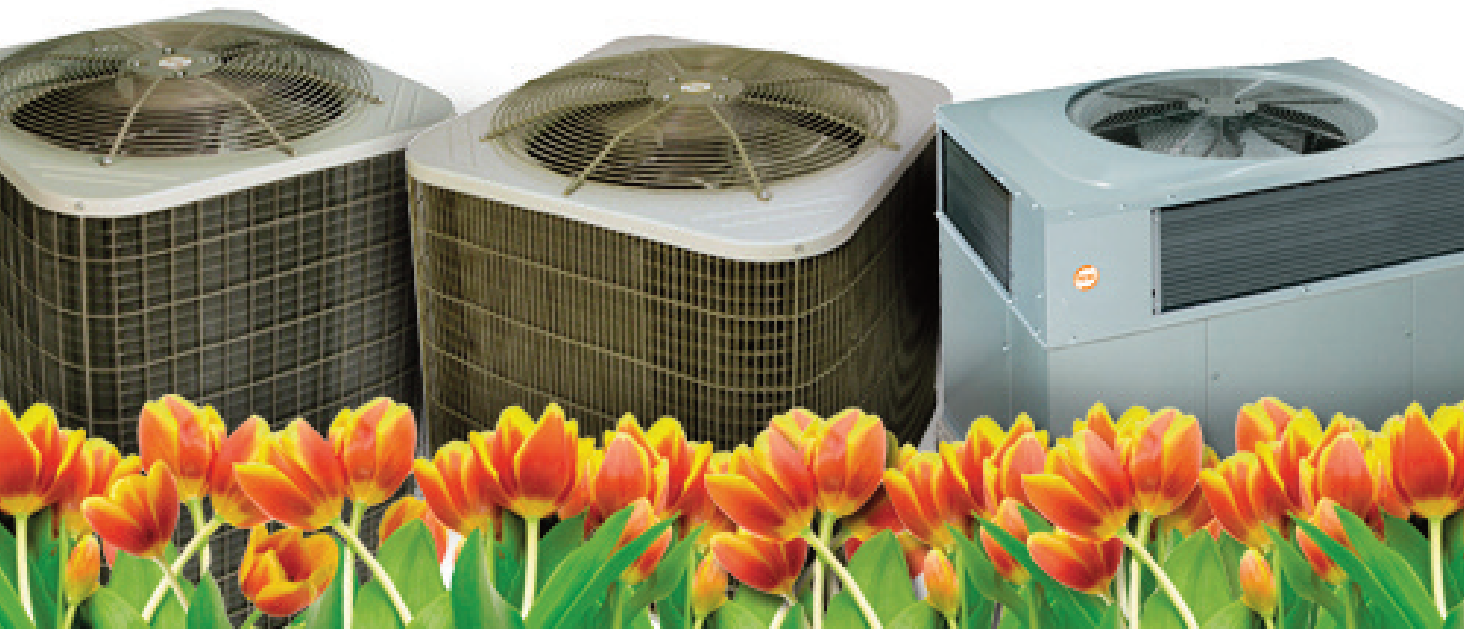
## DEPENDABILITY YOU CAN BANK ON



**TOTALINE**<sup>®</sup>

**What are you working on today?**<sup>™</sup>

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## IN THIS ISSUE

It's springtime, and warmer weather is right around the corner. That means that there's no better time than the present to get ahead of your AC business. You probably have customers calling you for service, and some may be wondering if they should repair or replace.

Luckily, your local Totaline® sales center has everything you need to make the cooling season go more smoothly. From installation and repair supplies to remanufactured compressors to Payne® home cooling systems, Totaline sales centers have you covered.

In this month's *Beyond Repair*, we'll be talking to you about Genuine Carlyle® remanufactured compressors – find out why they're the right choice when you need a replacement. And, I'll answer a question about Payne products in my *Stump Jim Flynn* column.

We'll be bringing back an oldie but a goodie for April's *Tools of the Trade*, where Bob tells us how we can get our business in shape for the busy cooling season. And, we'll talk about Payne evaporator coils – and what makes them the perfect choice for enhancing your customers' Payne home comfort systems – in this month's *Payne Page*.

And, starting this month, we'll be providing helpful tips from Emerson Climate Technologies in our brand-new column, *The Emerson Files*. These tips will cover a wide range of topics – this month, they'll talk about compressor overheat.

So “spring” on into this brand new edition of April's *Beyond Repair* – the news and information that drives your business.

*Jim Flynn*  
Totaline Marketing and Training Manager





## STUMP JIM FLYNN THE PERFECT PACKAGE

*Q. Jim - I have a customer who wants air conditioning, but needs an affordable solution. I was wondering if Payne makes a product that's built to withstand tough New York winters, especially for customers who don't have room for a traditional indoor unit. I want to offer them a solution and be able to answer any questions they might have. ~Dave Smith, ABC Heating and Cooling*

*A. Dave – thanks for your question. You're right – Payne equipment offers an affordable solution to your customer's home cooling needs. But what you might not know is that Payne's affordability doesn't compromise the quality – you'll get a durable, energy efficient and reliable comfort system, too.*

Payne packaged products in particular are especially built to withstand the elements. Starting with their rugged base, these units are built from the ground up to withstand the worst weather conditions, and resist corrosion to ensure lasting product integrity. Because packaged systems include components typically found inside the home in traditional air conditioning systems, lasting durability is a must. You can find Payne packaged air conditioning in two models – the PA3G and the PA3Z – at your local Totaline sales center. To learn more about Payne packaged units, visit [payne.com](http://payne.com) for more details.

Readers – Jim needs your questions! Send your HVAC/R-related questions to him at [James.Flynn@carrier.utc.com](mailto:James.Flynn@carrier.utc.com). If he uses your question in a future edition of *Beyond Repair*, you'll receive a free gift! So what are you waiting for? Send those questions in today!

*James Flynn*

Jim Flynn  
Totaline Marketing and Training Manager



# JIM'S TIPS

## Reman vs. Rebuilder – Consider Genuine Carlyle® Compressor

Do you have a customer who needs to replace the compressor in their Carrier®, Bryant® or Payne® AC system? Before you choose a rebuilt compressor, consider a genuine Carlyle reman. These compressors offer several benefits over rebuilders, and are readily available at your local Totaline sales center.

### What features do a genuine Carlyle remanufactured compressor offer?

**Latest Design:** Genuine Carlyle compressors are remanufactured to the latest Carlyle engineering standards. Rebuilders do not have access to these upgrades, and repair or rebuild a failed compressor to their known standard – which may be outdated by years.

**Built to Rigid Specifications:** Genuine Carlyle compressors are dismantled to their smallest components, and critical wearing components are discarded, even if they are perfectly serviceable. All other components are evaluated according to Carlyle's exacting standards, and are only used if they meet these standards. Rebuilders, on the other hand, routinely use many components that would automatically be discarded by Carlyle.

**Matched Components:** Genuine Carlyle compressors use 450 components routinely upgraded by Carlyle engineers, many of which must be matched to ensure optimal performance (such as valve plates, pistons and motors). Many rebuilders use salvaged or imitation Carlyle parts.

**Gasket Materials:** Genuine Carlyle compressors use coated metal gaskets, which maintain their integrity under higher operating pressures. Many rebuilders use older fiber or silicone based gaskets, which fail at significantly lower operating pressures than metal gaskets.

**Electric Motor:** The rotor and stator iron of all cores are removed, tested and evaluated to determine if they meet Carlyle standards. This requires a special technique to ensure the stator is not damaged. Some rebuilders use methods that can damage the stator iron, or, due to the complexity of the procedure, do not remove it at all.

**Oil Pump:** Genuine Carlyle compressors are equipped with high flow oil pumps, which provide increased lubrication and operation at higher pressures, which makes it possible to use HFC refrigerants. Aftermarket oil pumps often used by rebuilders may not provide the necessary lubrication and oil pressures to accommodate aftermarket refrigerants or synthetic oils.

**Highest Available EER:** Genuine Carlyle compressors are built to the highest efficiency standards in the industry. Efficiency is produced by the combination of Genuine Carlyle valve plates and motors. Rebuilders might use salvaged or imitation parts. They also rewind electrical motors in less-than-ideal conditions.

**Highest Quality Standard:** Genuine Carlyle compressors are remanufactured to the current OEM standards, in the same plant by the same craftsmen that manufacture new Carlyle OEM compressors. Rebuilders often claim to rebuild to these standards, but they are not published and rebuilders can only assume what they are.

**Warranty:** Genuine Carlyle remanufactured compressors are completely remanufactured - never rebuilt or repaired and repainted like others. Every part that goes into these compressors is UL-certified, covered under warranty to be free of manufacturing defects for a period of one year, and built by the same people who manufacture new Carlyle compressors. UL Approval: Genuine Carlyle compressors are UL listed and approved. Rebuilt compressors may not have UL recognition. What's more, use of these compressors in Carrier, Bryant or Payne equipment will not maintain the UL rating of the equipment.

When it comes time to choose a replacement compressor for your customer's Carrier, Bryant or Payne equipment – choose wisely. Choose a Genuine Carlyle remanufactured compressor.



# DEPENDABILITY YOU CAN BANK ON.

Time is money. And one of the best ways you can save both is by choosing to install Factory Authorized motors on your customers' Carrier®, Bryant® or Payne® systems.

Factory Authorized motors provide an exact, drop-in replacement, so you can get in and get the job done. And, these motors preserve your customers' warranties and UL certifications, helping you to avoid time-consuming customer service issues and callbacks.

**FACTORY  
AUTHORIZED  
PARTS™**

## For the home or business owner:

- preserve the original manufacturer's warranty,
- preserve the original efficiency of the system,
- preserve engineered sound requirements (for applicable components such as motors), and
- meet rigorous factory run life design specifications.

## For the dealer or technician:

- provide an exact drop-in replacement,
- feature exact electrical connections and lead lengths,
- feature exact mounting characteristics, and
- preserve the UL and/or CSA approvals and listings for the parts in the original equipment.

When servicing Carrier®, Bryant® and Payne® equipment, always remember that **Factory Authorized Parts** are always the **Right Choice** for technicians and should be the **Only Choice** for the Home / Business Owner.

Factory Authorized Parts are available at Totaline® Sales Centers, Carrier® and Bryant® Distributors. Check out [www.totaline.com](http://www.totaline.com) for the location nearest you.



We Encourage  
Professionalism



Through Technician  
Certification by NATE

**FACTORY  
AUTHORIZED  
PARTS™**

## SALES CENTERS

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### Totaline's **BEYOND REPAIR** is now 100% Online

At Totaline we're doing our part to save paper, and we've gone 100% online with our "Beyond Repair" monthly newsletter. Visit [www.totaline.com/newsletter](http://www.totaline.com/newsletter) to see the newsletter, and sign up for our monthly e-newsletter including news about promotions, handy tips, industry news and plenty of useful insight.

Sign up to get your copy each month at [www.totaline.com/newsletter](http://www.totaline.com/newsletter).



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**Win/Win!**  
**IN 2011**

# TOOLS OF THE TRADE

- with Bob Carré, Totaline® Business Development Manager

## SPRING INTO GOOD BUSINESS PRACTICES

*When we asked you what you like most about Beyond Repair, a lot of you answered, "Tools of the Trade!" So we've decided to make one of your favorite columns a little more interactive. Bob wants to hear from HVAC/R dealers and technicians – like YOU – who would like tips on business, sales, and marketing. Just send your questions to Bob at Bob.Carre@carrier.utc.com, and you might find the answer to your question in our next e-newsletter! Send those questions, and stay tuned. For now, here's an oldie but a goodie – Bob's column from last April, with lots of helpful "spring cleaning" advice.*

Spring is a time for renewal. It makes us think about what we can do to breathe new life into our businesses. How can we make ourselves more available to our customers, and still have extra time for family and friends? In short, what can we do to maximize the time we have? How can we clear away the clutter and make every minute count?

• **Service sales:** Recently, I paid a visit to the eye doctor. I arrived about five minutes early for what was to be a quick in-and-out check-up. I was sitting in the waiting area, where the doctor showed up a few minutes later and started a lengthy conversation regarding another patient's insurance coverage. Several minutes into this, the nurse called my name, escorted me to the examination room, gave me a quick vision check and left me to wait for the doctor.

The doctor and another nurse showed up a half hour later with smiles and pleasantries. It was all very agreeable, the exam went fine and I went back to the administrator to make my co-pay and schedule a follow-up exam. This took another ten minutes. In all, I spent over an hour for what was supposed to have been a quick in-and-out exam – no more than half an hour.

As I was sitting in the examination room waiting for the doctor, I couldn't help but think about the difference between my expectations of how long the appointment would take, how long it was taking, and the apparent indifference to my interests. It is a lesson for us all. Never talk about one customer while in the presence of another. Remember your commitments and make sure to keep them or maintain communication when changes occur – and changes do happen in our business just as often as they do in a doctor's office.

• **Business development:** Spring has sprung, as the saying goes. Air conditioners will start, most will run just fine, but some won't. That's where we come in.

Now is the time to apply one of Keith Harrell's attitude tune-up thoughts, "be proactive, prepared, and be positive." Service calls beg the question, "repair or replace?" Always give your customer the choice and always give your professional opinion on which option is best. Make sure you offer air treatment options, such as object purifiers or HEPA filters.

There are usually breaks in the warmer weather this time of year that allows time for a full system install. Take advantage of this – we do not always have that luxury in the summer when the nasty heat and humidity starts and hangs in day after day.

• **Good habit:** "Be proactive, prepared, and be positive." Keith Harrell, Harrell Performance Systems. Now is the time to do some spring-cleaning. Clean out your work areas, your van, and your storage spaces. While you're at it, clean out your mind – get rid of those leftover winter blahs and replace them with new ideas, positive affirmations, and fresh approaches to business. April, it's a time of choice and an opportunity to produce system sales. Good selling.





## COMPRESSOR OVERHEAT – THE EMERSON FILES

### COURTESY OF EMERSON CLIMATE TECHNOLOGIES

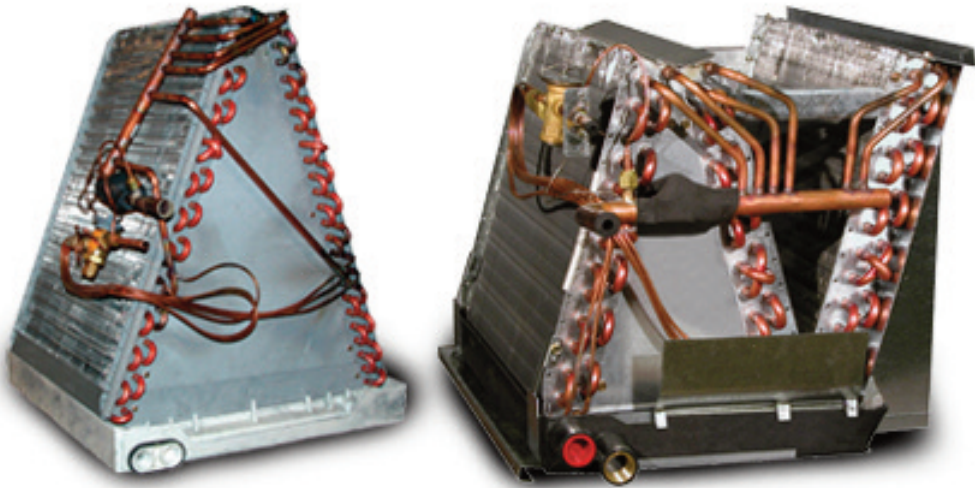
Overheat is a major cause of compressor failures. Temperatures in the compressor head and cylinder become so hot that the oil thins and loses its ability to lubricate. This may cause rings, pistons, and cylinders to wear resulting in blow by, leaking valves and metal debris in the oil. It can also cause the stator to ground due to a spot burn.

Cylinder temperatures exceeding 300°F will begin the breakdown of oil and at 350°F oil will be vaporized. To measure cylinder temperature, place your temperature gauge no more than six inches out on the discharge line from the compressor. For most applications the temperature should be below 225°F. This factors in a 50-75 degree temperature drop from the cylinder to the measured point.

To correct for overheat:

1. Correct abnormally low load conditions
2. Correct high discharge and low suction pressure conditions
3. Insulate suction lines, clean dirty condensers
4. Provide proper compressor cooling
5. Check low-pressure control settings

Pressure controls can help to identify or remedy system problems.



## NEED EVAPORATOR COILS? BRING ON THE PAYNE®!

You already know that, in order for your customers to get the most out of their air conditioner or heat pump, evaporator coils are essential. Situated inside your customer's home, the evaporator coils are vital to the cooling performance of their unit. For your Payne customer, finding the right evaporator coil to complement their system as simple as visiting your local Totaline sales center.

A Payne evaporator coil is a great fit for your customer's Payne air conditioner or heat pump. That's because it has been built to the same high engineering standards as all other Payne equipment. Payne evaporator coils are designed to match both

technically and physically to best optimize the performance of your customer's Payne air conditioner or heat pump system.

Additionally, Payne evaporator coils are available both in cased or uncased models and include A coils as well as N coils, with one N coil specifically designed for use in manufactured housing units. For more information and technical literature on Payne evaporator coils, visit [payne.com](http://payne.com). And, to purchase these and other great Payne products, stop by your local Totaline sales center.

