

METROPOLITAN NY CHAPTER
Refrigeration Service Engineers Society

Continuing Education for the HVAC/R Industry

“Better Service Through Knowledge”

November 2022

WWW.METRONYRSES.ORG



ZOOM- MEETING NOTICE- ZOOM

Wednesday, November 9th, 2022 at 7:30pm

NEW REFRIGERANTS

This training session will cover general topics of A2L refrigerants.

- North America regulations, codes, standards
- A2L refrigerant descriptions, testing, classifications
- Best practices, transportation, and storage
- XL41 (R-454B) overview and value
- Practical Information

Presented by:

Don Gillis, Chemours Chemicals

Please use the link below to join us on November 9th:

<https://us06web.zoom.us/j/89186357898>

(Same link for Computer or SmartPhone)

See you there (virtually).....

PRESIDENT'S MESSAGE

We are in the final stages of preparing for in-person meetings. Our plan is to have our first in-person meeting in December. To welcome back our members, as well as encourage attendance, we plan to offer dinner before the meeting - *at no charge*. Because we are supplying dinner, it is necessary for us to inform the restaurant how many guests to expect. *Seating is limited*, therefore, we are asking you to RSVP to Rich Bruno at:
RichBrunoNY@aol.com.

Also, we will be meeting at a new location. Rich has made arrangements for our meetings to be held at:

Taverna Kos
41-19 23rd Avenue
Astoria, NY 11103

Remember, our first in-person meeting will be on **December 14th**. Dinner starts at 6:00, with educational program at 7:30.
Please RSVP now.

REMINDER: Do not forget that we have one more ZOOM meeting scheduled for November 9th. Hope to see you there, -
on Zoom.

Continue to be safe, and.....*See you on ZOOM!*

Drew Garda, President

Metropolitan NY Chapter, RSES

METROPOLITAN NEW YORK CHAPTER, RSES

For Information Call: Stan Hollander, CMS (718) 232-6679

HELPING TECH SUPPORT *HELP YOU*

On a real cold day, the person handling support calls for manufacturers has lights flashing on his phone with everyone in some type of trouble. Your call is important to him - **and more important, to YOU** - he is there to help **you**, but he can only do it if you can help him help you.

We used to get what I like to call the “Here’s how great I am” call. The mechanic needing help on the other end of the line starts by telling you how long they have been in the business, and usually how they have never had a problem until they started using **your** piece of s--t. Sometimes, I was so impressed by their resume that I wondered why they needed to call tech support. Sometimes, they would hang up and call back hoping they would get someone else that could give them the answer *they wanted* to hear. Some things tech support doesn’t want to hear:

Question: What type of circulator do you have? **Answer:** A green one.

Question: What type of control do you have? **Answer:** Honeywell (or other brand name).

Question: What’s your voltage, gas or oil pressure? **Answer:** it’s good.

If you really want help from these overworked underpaid professionals, here is what you will need:

Model and Serial Number.

With Gas, gas pressure measured with a manometer.

With Oil, oil pressure and vacuum, nozzle brand and size.

Combustion test readings.

They will ask questions about electrical components—have a working multi meter that can read voltage, continuity and amps.

It’s funny – sometimes, if you can answer these questions yourself, you don’t need tech support.

All Manufactures do have problems, just like car manufactures do, but 95% of the time it’s an installation problem because you didn’t read the instructions again. It’s fixable, just have the answers they ask for – to help YOU.

Best advice I can give you: get trained on the products you work on. Manufacturers spend a great amount of money to train you for **FREE**—it cost them less than handling a problem

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COMING TOPICS

*Properties and Precautions of NEW
REFRIGERANTS*

Covid-19 effects on HVAC/R industry

Upselling The Job

*Handling Customers Who are
"Educated" on the Internet*

*High Quality Compressor
Remanufacturing*

If you have any suggestions or requests for **FUTURE
EDUCATIONAL PROGRAMS**, please let us know!

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