



February 2016

## WHAT'S NEW

### RF Awareness for Mechanical Service Showcases Safe Work Practices for Technicians Working Near Rooftop Telecommunications Antennas



MCAA's new safety training video is designed to help protect mechanical service technicians from the hazards associated with radio frequency radiation (RF) emitted by rooftop telecommunications antennas. The fast-paced training video:

- Highlights potential rooftop RF exposures
- Describes the best safe work practices
- Presents other protective measures for situations where standard safe work practices may not provide enough protection

The video is free to MSCA/MCAA members as a benefit of membership. To access the video, go to Apple's App Store or the Android Play Store and search for "MCAA Video." Download the app, then enter your MSCA/MCAA Members-Only password when prompted. The video and training materials can also be accessed at [www.mcaa.org/private/videos](http://www.mcaa.org/private/videos).

### NEW! Manufacturer Technician Training Courses

There are numerous manufacturer training classes scheduled throughout the year for technicians to take advantage of. Registration fees are covered by the ITF so there is no charge for attendees. Employers will be responsible for wages and all travel costs, however. Class sizes are small and fill up quickly. Priority is given to UA instructors.

Here is a sampling of upcoming courses:

- **Mitsubishi VRF Training (CITY MULTI Service Course)** – March 1-3 – Philadelphia, PA
- **Johnson Controls Training** – C-2103 YCAV Air Cooled Rotary Screw Liquid Chillers – March 8-10 – Phoenix, AZ
- **Carrier Corporation Training** - SER 130 Centrifugal Disassembly and Reassembly – February 29 - March 3 – Syracuse, NY

Contact your local UA Training Coordinator to register through UA University. For a complete schedule and course descriptions, visit MSCA's Technician Training and Recruiting page at [www.msca.org/recruiting](http://www.msca.org/recruiting).

### Save the Date for MSCA 2016

Planning has begun for another unrivaled event that will leave attendees inspired and recharged to take on the challenges of building and leading best-in-class organizations and accelerating growth personally and professionally. **This year's conference will be held October 24-27 at the Fairmont Scottsdale Princess in Scottsdale, AZ.** Registration will open in early May, so check the MSCA website ([www.msca.org](http://www.msca.org)) frequently for updates.



### Past Chairman Richard Starr Receives 2015 Telly Award



Part of what makes MSCA members so successful is their ability to generate new ideas and their willingness to share those ideas with others in the industry. Such collaboration rarely goes unnoticed and outcomes usually have far-reaching benefits. MSCA's 2013-2014 Chairman Richard Starr's receipt of the 2015 Telly Award is an illustration of the achievements of teamwork.

During a 2014 MSCA/UA Joint Labor Committee meeting, Starr brainstormed an idea for a UA recruiting video. That concept became the UA's recently released "You See More" video, and the video's producer, BMA Media Group, subsequently was awarded the bronze Telly Award in the film/video category for the production. The Telly Awards is the premier award honoring the finest film and video productions; groundbreaking Web commercials, videos and films; and outstanding local, regional, and cable TV commercials and programs. In honor of the inspiration he provided that yielded a win, BMA Media Group had a replica of the award designed for Starr.



To view the award-winning HVACR recruiting video, visit [https://youtu.be/EaUhgch\\_31I](https://youtu.be/EaUhgch_31I).

### Goyette Mechanical and Local 370 Partner to Combat a Water Crisis

Earlier this month, more than 300 union plumbers from all over Michigan flocked to the City of Flint to install free filters in 800 homes over the course of a day. Harold Harrington, the business manager of UA Local 370, spearheaded the volunteer effort with Goyette Mechanical (Flint, MI) in full support. The city's change in water source combined with corrosion control treatment not being applied to the new supply resulted in some of the city's service leads being contaminated with high levels of lead. Most of the 13,000 homes affected are also in Flint's poorest neighborhoods.



However, contractors' and Local 370's quest to curtail the water crisis began well before the one-day event, according to Curt LaLonde, Goyette Mechanical's vice president of service. Twelve local plumbers, including two from Goyette, had been going door-to-door to ensure that homes are filter-ready. These contractors worked 40 hours per week for five weeks, donating trucks and tools for the endeavor, while Local 370 had money from the target fund dedicated to subsidizing labor costs.



“Harold has been instrumental in organizing contractors to aid residents and in securing the funds needed to help make this possible, including the donation of \$20,000 worth of bottled water,” said LaLonde. “He also partnered with Kroger supermarket, which matched the donation. Altogether, 14 semi-trucks of water were delivered to affected Flint residents. So, Harold has really stepped up to drive this initiative. We’re here to support it.”

Since the ordeal began, the city has switched back to the Detroit water supply to improve lead leaching. It has also begun collaboration with the City of East Lansing because its experience with correcting a similar issue can offer Flint direction on how to tackle the problem. Additionally, Harrington, who is also a master plumber, is working to devise the best way for Flint to replace old lead service leads.

View the news clip at <https://www.youtube.com/watch?v=UOH3u2hsE00>.

## Opportunities to Expand or Start a Peer Group



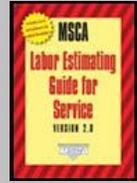
Peer groups are an important network to be a part of in our industry, allowing owners and employees of fellow companies to learn business best practices from each other. If you are looking for one or more MSCA member companies with similar interests to join your peer group (or are looking to start one), the members below would like to hear from you to learn more.

- Adam Wallenstein, director of service for Neptune Plumbing and Heating Co. in Cleveland, OH, is interested in joining a plumbing and HVAC peer group (primarily plumbing preferred) comprising medium-sized companies intending to grow. Currently, he has 11 technicians.  
Email: [adamw@neptuneplumbing.net](mailto:adamw@neptuneplumbing.net)
- Joe Reid of PJM Mechanical Contractors, Inc. in Trenton, NJ, would like to join a plumbing and HVAC peer group comprising medium-sized companies. He has approximately 16 technicians.  
Email: [reidu18a@aol.com](mailto:reidu18a@aol.com)
- Bud Hammer, president of Atlantic Westchester, Inc. in Bedford Hills, NY, is interested in joining an HVAC peer group comprising medium-sized companies. He has 14 technicians.  
Email: [bud@atlanticwestchester.com](mailto:bud@atlanticwestchester.com)

## Feature of the Month

Are you looking for industry consensus data for routine maintenance tasks and average times to complete those tasks? Find them in our **Labor Estimating Guide for Service Ver. 2.0**, which is free to MSCA/MCAA members. This handy guide includes a discussion on basic assumptions, labor correction factors, and a list of routine maintenance tasks for 50 different pieces of equipment.

The tasking lists are provided in both Adobe Acrobat PDF and Microsoft Excel formats for flexibility, and are all contained in a single .zip archive for faster download.



Download the guide at

[https://online.mcaa.org/iweb/Purchase/ProductDetail.aspx?Product\\_code=SM9PDF](https://online.mcaa.org/iweb/Purchase/ProductDetail.aspx?Product_code=SM9PDF).

## UPCOMING EVENTS

### Register for Service Managers Training

**When:** April 4-7, 2016

**Where:** Baltimore, MD

MSCA's accelerated *Service Managers Training* will help service professionals improve their management and leadership skills, and effectively contribute to the bottom line of their organizations. Developed with the service manager's typical day-to-day issues in mind, this highly interactive, hands-on workshop will give participants the fundamental financial and interpersonal skills they need for managing all aspects of the service operation.

This program is recommended for managers with all levels of experience, including those who have come up through the trades with little or no formal training as well as those who want to enhance their leadership skills to better serve their teams.



Class size is limited, so register today at

[http://mcaa.org/education/msca/svcmgrtraining/svcmgr\\_bro.pdf](http://mcaa.org/education/msca/svcmgrtraining/svcmgr_bro.pdf). Contact Sobeida Orantes at [saorantes@mcaa.org](mailto:saorantes@mcaa.org) with registration questions.

## Sign-Up for Service Supervisors Training

**When:** April 28-29, 2016

**Where:** Brookfield, WI



The *Growing and Developing Service Supervisors* course will help field supervisors understand how to coach, mentor, manage, and motivate their technicians. This program is not a lecture, but a hands-on program using real-world exercises and video-recorded role plays that all attendees will be able to relate to and easily incorporate as part of their everyday responsibilities. Each attendee will receive a comprehensive manual containing more than 100 forms and worksheets to use for day-to-day responsibilities in areas such as safety, operations, training, tools, and vehicles.

Sign-up for this program at [www.mcaa.org/education/msca/superservice/dss\\_bro.pdf](http://www.mcaa.org/education/msca/superservice/dss_bro.pdf). Contact Sobeida Orantes at [saorantes@mcaa.org](mailto:saorantes@mcaa.org) with registration questions.

## Seats Are Still Available for MSCA Sales Basecamp

**When:** May 2-3, 2016

**Where:** Chicago, IL

Offered for the last time this year, the *MSCA Sales Basecamp* course will prepare employees new to service sales and/or the HVACR and plumbing industry to



**SALES INSTITUTE**  
MSCA University™

confidently sell services while creating added value for the customer. A few of the topics that will be covered are understanding the MSCA Sales Cycle, building trust with potential customers, effectively linking features with needs, and handling objections professionally during the proposal presentation.

Visit [http://www.mcaa.org/salesinstitute/basecamp/base\\_bro.pdf](http://www.mcaa.org/salesinstitute/basecamp/base_bro.pdf) to register. Class size is limited, so sign-up today. Contact Barbara Dolim at [bdolim@mcaa.org](mailto:bdolim@mcaa.org) with any questions.

# Thanks to Our MSCA 2015 Sponsors

## BENEFACTOR



## LEVEL 1



## LEVEL 2



## Thanks to Our MSCA 2015 Sponsors (cont.)

### LEVEL 3



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