

## Up To Date

### 1:1 Dealer Meetings

*In 2013, Sigler Wholesale Distributors would like to have a 1:1 meeting with you to discuss our dealer programs and tools available to help you grow. This format, as opposed to a large meeting, should provide for a more fruitful and meaningful conversation. Schedule yours today by talking with your territory manager or store operations manager.*

### Infinity Touch v7

*Version 7 of the Infinity Touch Control software is now available. With the new control, this update can be installed by the dealer via a USB drive.*

### What's New on SiglerTV

*Check out these new videos on SiglerTV.com:*

- *2-Stage Furnace Code 31*
- *Intro to X13 Motors*
- *Intro to Variable Speed Motors*

*The password is swd.*



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Catie Bier and Duvi Moreno in the Concord store

## New Optional Warranty Program

As of January 1, 2013, Carrier is offering optional warranty contracts exclusively through Chartis Warranty and their Service Net Climate Shield program.

Chartis Warranty is the world's largest and most innovative warranty provider. They represent the world's largest and most respected brands, including The Home Depot, Best Buy, Apple, LG, Toshiba and Epson. They have written over 450 million service contracts.

The Climate Shield program is similar to the previous program offered through Carrier. Enrolled dealers choose one of four labor rates and either five years or ten years of coverage. Trip and diagnostic charges are covered and the contracts are transferrable for a low fee. Unlike the previous system though, a contract can be sold anytime during the first five years of operation.

For claiming, this program will be integrated into the current warranty claiming process. Simply fill out the standard parts warranty with the Service Bench system and the necessary information will be transferred so you can easily complete the Climate Shield claim.

Enrollment is simple, and it all starts at [www.ClimateShieldComplete.com](http://www.ClimateShieldComplete.com). Click on "Enroll" and input your Sigler Wholesale Distributors account number. Download and complete the enrollment form, provide a W9 and provide a certificate of insurance listing Service Net as a certificate holder. A couple of days after submitting everything by fax, you will get an email with your dealer ID and instructions on how to use the service.

Use optional warranties as a way to differentiate your business in 2013. According to a recent study, less than 7% of HVAC installations are sold with an optional warranty. However, 65% of homeowners would buy one if asked. Optional coverage for an HVAC system typically costs less than 10% of the installation price, while major appliances often cost more than 20%.

For more information, including pricing, please see pages 53-55 in your 2013 Dealer Programs Guide. Duvi Moreno is the new warranty processor for the Bay Area. In addition to your local branch warranty contacts, Missy, Catie and Bill, Duvi can help too. She can be reached at [dmoreno@siglers.com](mailto:dmoreno@siglers.com) or x8605.

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**Warranty / Admin Support**

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## Featured Products

### Qualifying Furnaces for Tax Credits

As you may have heard, the President has signed a bill which provides residential HVAC tax credits from January 1, 2012 through December 31, 2013. The credits are summarized as...

- \$50** Furnaces and air handlers with an advanced main air circulating fan
- \$150** Furnaces with AFUE at least 95%
- \$300** AC split systems rated at least 16 SEER and 13 EER (14/12 for packaged units)

Sigler Wholesale Distributors has a memo which outlines the credit and provides you a detailed breakdown of the furnaces that qualify. If you don't have a copy, ask for one today. Seven furnaces qualify for a \$50 credit, while 15 qualify for a \$150 credit and 25 qualify for a \$200 credit.

For more information, check out [www.EnergyTaxIncentives.org](http://www.EnergyTaxIncentives.org).

### ADP Sheet Metal

Thirsty for a free Starbucks coffee? Through the month of February, you can get a free Starbucks gift card when you buy ADP sheet metal fittings or pipe for your next job at Sigler Wholesale Distributors. The minimum order is only ten pieces, but there is a limit of one gift card per week.

Additionally, a free Starbucks gift card is available every time you ask for a sheet metal quote on an upcoming commercial job. Quote requests should be sent to Fernando Girardi at [fgirardi@siglers.com](mailto:fgirardi@siglers.com).

Sigler Wholesale Distributors stocks several different types of ADP sheet metal products – alumaflex, spiral pipe, elbows, wyes, collars, dampers, ceiling boxes, register boxes, drain pans, wall caps, flat stock and more. Additionally custom products are available with lead times often less than a week. All ADP sheet metal components are of premium quality, union made in Southern California.

## Technical Tips

### Q: Everything looks right, but why won't it ignite?

Sometimes looks can be deceiving. You're standing in front of a furnace and it just won't ignite. The HSI is glowing, the gas valve opens, but the flame won't ignite – 3 strikes and you're out!

This is a time when you have to depend on your knowledge and experience more than a step by step troubleshooting guide. You've verified inlet and manifold gas pressure and the system is going through the proper sequences and functions. So it's all about the combustion process.

Experience tells you that a proper fuel and air mixture along with an

appropriate heat source are required for ignition. If the furnace is not igniting, one of the three is not correct.

Check for air disturbance at the ignition source which will change the fuel air mixture at the point of ignition. Are the crossovers clean and free of debris? Verify voltage to ensure the HSI is operating at the rated voltage and the location meets the manufacturers specification for the equipment. Last but not least, ohm the HSI, sometimes what you "see" will fool you. An HSI with a resistance value outside the manufacturers spec may glow, but may not be sufficient to ignite the gas.