

Up To Date

Happy Holidays

All Sigler Wholesale Distributors locations will be closing at noon on Friday, December 23 and Friday, December 30. All locations will be closed the full day on Monday, December 26 and Monday January 2.

Fisher House Update

Thank you for your generosity! Your candy bar purchases have resulted in a \$706 donation to the Fisher House Foundation. These "homes away from home" are for families of patients receiving medical care at military and VA medical centers.

Price Increase

Carrier Corporation has announced a price increase up to 5% on Carrier and Payne products. Please make sure you're using the correct pricing for all of your upcoming jobs that will invoice in 2017.



What's New on *SiglerTV*

**Obsolete Variable Speed Inducer
MR to MQ Motor Supersession
How does Defrost Work**
(the password is swd)

Brandon Wilson in the South San Francisco warehouse

Dealer Portal for WiFi Thermostats

Carrier recently launched a new dealer portal for all of their WiFi thermostats. This is where you can access tools for all of your homeowners with an Infinity Touch control, C \hat{o} r thermostat or Comfort WiFi thermostat. Once logged into HVACpartners.com, click on Marketing Tools. Under the "Dashboards & Portals" heading, click on "Dealer Portal." Once inside, you'll find an easy to navigate interface with three primary areas:

Dashboard

This is the default area that will appear once you first login. Any alerts from your customer's controls appear here. They're categorized as critical, moderate and maintenance. You can quickly access more details or hide the alert.

Customers

This is probably where you'll spend most of your time. You can quickly see customer contact information, but clicking on "Details" brings up information about all the equipment in the home. Including product documentation, warranty info and service history. If the homeowner has granted you access to view the control remotely, you're then able to see all of the settings, system activity, program and current system status.

This is also where you could add a control so there is no worry about whether or not

the homeowner will correctly select your company during the enrollment process.

Opportunities

This is the area where you could potentially make some money. The portal will notify you when the homeowner may need assistance, an upgrade or some new products.

There is much more to this exciting tool than we can possibly fit into this newsletter. Go ahead and play around with it, or tune into one of the following training webinars:

Friday December 2 at 10:00
<http://tinyurl.com/hhp9dy1>

Wednesday, December 7 at 10:00
<http://tinyurl.com/gmdqtaj>

Wednesday, December 14 at 11:00
<http://tinyurl.com/jgi4dyv>

After going to the corresponding web address listed above, enter your name and email address. After entering the session password "DecDP" click "Join Now."

If you miss all of the training webinars, look for self-paced online training at Carrier's My Learning Center at www.HVACpartners.com.

Concord

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Celeste Wolf x8507
Catie Bier x8516
Linda Randall x8311
Jimmy Hilton x8512
Ofelia Norwood x8505
Steve Moorhead x8501
Bob Tomlinson x8502

San Jose

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John Schurr x8300
Joseph Bautista x8309
Mike Ha x8305
Vidal Lara x8308
Phyllis LaVoy x8307
Clayton Schultz x8324
Bill Sperbeck x8302

South San Francisco

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p – 415.330.6600
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Tricia Maychrowitz x8404
Eric McMillan x8401
Pete Martinez x8406
Adonis Segrove x8407

Regional Manager

Jon Malkovich x8500

Technical Support

Greg Sanchez x8405

Marketing

Sabrina Sahota x8514

Credit & Accounting

A-Q: Emily Wohlf x5158
R-Z: Dina Rowell x5326

Administrative Support

Debbie Russitano x8412

Featured Products



The iManifold 916-M Performance Test Kit is a turnkey wired and wireless solution to measuring total system performance, airflow, target superheat, and complete system diagnostics using system troubleshooting. The kit includes:

- 900-M iManifold Wireless Digital Refrigeration Manifold
- (2) Pipe Strap Probes
- (2) Wireless Temp/Humidity Probes
- Thermistor Air Probe
- Thermistor Pipe Clamp Surface Probe
- 15-Pocket Tool Bag
- Hose Set with Low Loss Valves



In December, save more than \$100 and get this kit for only \$1200.



Based in California, LIFT is a new brand dedicated to redefining industrial safety gear. Inspired by their sister company EVS Sports, each LIFT product is backed by over 20 years of safety innovation integrating performance, protection, quality and style.



Sigler Wholesale Distributors stocks several LIFT products including gloves, knee pads, shoe covers and glasses. Check out page 41 of the Supply and Installation Accessory Reference Guide for more information.

During the month of December, get 20% off all LIFT products at Sigler Wholesale Distributors. Start the year off by keeping your team safe on the job!

Technical Tips

Q: The HSI energizes with the inducer. Is that normal?

Normal? That reminds me of the Gene Wilder and Marty Feldman exchange in Young Frankenstein. The HSI being energized at the same time as the inducer would be “Abby Normal.”

If you consult the sequence of operation for most furnaces it will go something like this...verify pressure switches are open, energize inducer, prove draft, pre-purge period, energize HSI, energize gas valve, prove flame, de-energize HSI, blower on delay.

An HSI energizing simultaneously with the inducer would indicate one of two things: A logic error in the microprocessor (rare), or stuck HSI

relay contacts in the board. Allowing the sequence to continue and verifying the HSI stayed energized during blower operation would help prove the diagnosis. Consulting the unit wiring diagram would further prove the point as it shows the inducer relay contacts are located on the line side of the HSI contacts, providing the line voltage source to the N.O. contacts.

Knowledge of the equipment sequence of operation, ability to look at the schematic and put that sequence to use, can greatly improve your troubleshooting process and increase your effectiveness in diagnosing symptoms.