

## Up To Date

### COVID-19 Limited Hours

During this time, our hours of operation will be:

§ Concord & SSF  
7:00-3:30

§ San Jose:  
7:00-4:00

### Spring Cool Cash

All products must be installed and claimed by August 15, at 4:00 PM.

### Fall Cool Cash

Carrier's consumer financing program starts up again on August 17 with rebates up to \$1350. The new 24VNA6 and 25VNA4 promotion of a free air purifier instead of Cool Cash will continue through 12/31/2020.

### HVAC Onboarding

Do you need help training employees who are new to the HVAC industry? Check out Carrier's HVAC Onboarding class. Each month, they're offering two four-hour live sessions that are online but interactive and led by an instructor.



## What's New on SiglerTV

Greg's FER Tips (4 videos)  
(the password is swd)

A homeowner and dealer talking about a recent social media post

## Social Media Best Practices

For some, Twitter, Facebook, YouTube and LinkedIn are part of their everyday routine. They're constantly connected to various social media platforms throughout the day. For others, social media is a mysterious world that seems scary and unnecessary for their lives.

Regardless of where you may fall on that spectrum, it's important to know where your perspective homeowners fall. If they're constantly using social media, should you? If you're not an expert, Carrier can help. They created easy to understand documents that explain each of these platforms and how you can effectively use them to capture

customers. Each document also explains some practical "Do's" and "Don'ts".

Additionally, Carrier has created a database with more than 150 suggested posts, photos and videos. If struggling with how to begin, these ideas provide you with a great start in the right direction. Several of the posts reference back to Carrier's social media accounts. This allows the factory team to reference back to your posts and boost your visibility even further.

To access all of these valuable resources, login to HVACpartners.com and then click the links below:



Twitter: <https://bit.ly/30HwtAw>



Facebook: <https://bit.ly/2ZVcl9A>



YouTube: <https://bit.ly/2D8PHGY>



LinkedIn: <https://bit.ly/3eYHwKH>



Carrier Social Media Database: <https://bit.ly/32TdTYL>

Social media icons made by Freepik from www.flaticon.com

For more information, check out [www.SiglerNorCal.com](http://www.SiglerNorCal.com)

# Sigler

Wholesale Distributors

The Products You Need  
The Value You Deserve

### Concord

1920 Mark Court, #100

p - 925.825.1540

e - CNCorders@siglers.com

Celeste Wolf x8507

Steven Anello x8509

Catie Bier x8516

Steve Moorhead x8501

Ofelia Norwood x8505

Linda Randall x8311

Adam Winship x8512

### San Jose

1070 Commercial St, #106

p - 408.453.3300

e - SAJorders@siglers.com

AJ Brantley x8522

Taylor Abernathy x8321

Joseph Bautista x8309

Neena Flores x8327

Mike Ha x8305

Denise Jarquin x8346

Ann Martinez x8329

Elly Moreno x8320

Timmy Ton x8339

### South San Francisco

229 Littlefield Avenue, #4

p - 415.330.6600

e - SSForders@siglers.com

Debbie Russitano x8412

Pete Martinez x8406

Tricia Maychrowitz x8404

Adonis Segrove x8407

### Regional Manager

Jon Malkovich x8500

### Technical Support

Pat Burke x8334

Greg Sanchez x8405

### Marketing

Lauren Ray x7292

### Credit & Accounting

Vanessa Cas. (a-q) x5158

Brenda Habben (r-z) x5326

## Featured Products

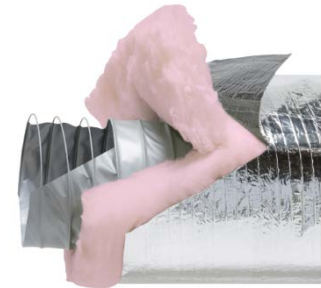
### Carrier OptiClean



The quality of the air inside K-12 classrooms and other indoor spaces has never been a more critical issue. Fortunately, the experts at Carrier are ready to help! The OptiClean is a new HEPA air scrubber that is ready to roll into every classroom. The High-efficiency HEPA air filter is 99.97% efficient and removes particles as small as 0.3 microns. For more information, visit [carrier.com/opticlean](http://carrier.com/opticlean) or talk to your Sigler Wholesale Distributors representative.



When it comes to flex-duct, nothing compares to Everclean, by Thermaflex. The design inhibits the growth of mold and mildew, the internal lining provides efficient air delivery and the reinforced jacket resists tearing. All this with a lifetime warranty (labor and materials) to the original homeowner! It may sound odd, but you can offer your homeowners a choice when upgrading their flex duct.



Your homeowners benefit with EverClean and so can you! Throughout August, Sigler Wholesale Distributors will give you a \$25 Amazon.com gift card every time you order 3 boxes of EverClean. Ask a Sigler Wholesale Distributors customer service representative for more details.

## Technical Tips

### Q: I have a fault code on a ductless system, which book should I use?

Carrier ductless fault codes can have different meanings depending on the equipment displaying the code. The recommended place to read a code is at the indoor air handler display. In most cases, a communicating wired wall control will display fault codes, but wireless remote controls do not.

Be cautious as the two digit alphanumeric code may take you down the wrong path. Ensure you are using the correct manual to know what condition the displayed fault code is presenting. For example, if you have a high wall system experiencing an overload current protection, the 40MAQ will display an F0 code at the

high wall. If an F0 is displayed on the wired wall control screen, it indicates an AHU to control communication error, not an overload current protection. To add more confusion, when using a 38MGR as an outdoor unit, a P3 would be displayed on the outdoor board at the same time F0 was displayed at the AHU. F0 on the indoor unit and P3 on the outdoor unit indicate the same malfunction.

Most equipment install manuals include a basic fault code list. Service manuals are highly recommended for troubleshooting but do not come with the equipment. Download them at HVACPartners or the service tech app.