

BEYOND REPAIR

News and information that drives your business.

December 2010

Something big is coming.



What are you working on today?™

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IN THIS ISSUE

It's December, and that means that the holiday season – and winter – are here. While it's the perfect time to gather with family and friends, it's also the time when you're most likely to experience winter emergency calls. Luckily, your local Totaline® sales center has virtually everything you need to handle those calls – from universal replacement parts to Factory Authorized Parts, always the right choice when repairing Carrier®, Bryant® and Payne® equipment.

As you probably noticed from our cover this month, something BIG is coming in 2011. We're really excited about it, and we're sure you'll be, too. If you liked our FREE STUFF program, you're going to love what we have planned for next year. We guarantee – it'll be a win-win for everyone!

Also, we'll talk about exactly how F.A.P. can save you time and help your customers out with their heating emergencies. With the great benefits these parts provide, coupled with reduced prices on key heating F.A.P., there's no better time than the present to start using F.A.P. on all your Carrier, Bryant and Payne calls.

And, don't miss out on the excitement as we proudly launch our brand-new line of Totaline wireless thermostats. These t-stats are perfect for just about any application and combine patented RedLINK technology with the quality you've come to expect from our thermostat lineup. Read more about how going wireless is great for you and your business.

We'll also provide a recap of our *Dealer Spotlight* columns that appeared in 2010. These dealers are what made us so successful this year, and we want to thank them once more for supporting Totaline sales centers. And, we'll feature a year-end roundup from Bob Carré, as well as brand-new editions of *Stump Jim Flynn* and *Jim's Tips*, too.

Wishing you and yours the very happiest of holiday seasons – enjoy this edition of *Beyond Repair*, the news and information that drives your business.

Jim Flynn
Totaline Marketing and Training Manager





It's gonna be big...

And it's coming to a Totaline® near you in 2011.

Get ready. In 2011 Totaline is making the FREE STUFF program bigger, bolder and better. But we're not telling you how until January. So you'll just have to stay tuned to discover what we're up to.

*It's going to be a **Win/Win** for everybody*

Totaline has done it again! We have made key cooling and now key heating Factory Authorized Parts more affordable.



We Encourage Professionalism



Through Technician Certification by NATE



Wired? Unwind with Wireless T-stats from Totaline.

Do wired thermostats leave you feeling tied down? Are you looking for a way to make your job simpler and help your customers with their t-stat concerns? Totaline® sales centers have just made it easier for you to meet every customer's t-stat need with the launch of their brand-new line of wireless thermostats.

According to Totaline Category Manager Jeff Seabury, the new wireless lineup uses tried-and-true RedLINK technology, making it a timesaver for techs everywhere. "Our new line of wireless thermostats can be installed virtually anywhere in the home," Seabury said. "This means that customers with hot or cold spots or other issues affecting their current thermostat placement have the freedom to move their thermostat to an area with more consistent temperatures."

For technicians, moving wired thermostats is a tedious task, requiring rewiring from the site of the thermostat to the heating or cooling system. "Rewiring becomes a thing of the past with our new t-stat lineup," Seabury said. "There is no need to run new wires, which adds up to jobs being done more quickly and more profits for technicians."

Additionally, using the new Totaline wireless thermostats simplifies the job for techs working on new construction, too.

"These t-stats will make the job easier for techs working on the HVAC system of a new construction, because all the issues with wiring can be factored out. Not to mention, it's much easier for techs to suggest multi-stage equipment and zoning," Seabury added.

For customers, the six new wireless thermostats are remote-controlled and ultra-simple to use. They have been built to have zero interference with other wireless devices, such as television remotes and garage door openers, and feature a built-in pager, so the remote can be easily located by pushing a button on the thermostat. The thermostat works in most homes up to 6500 square feet, and displays the outdoor temperature and humidity as well.

The best part? You don't have to wait to start offering your customers the benefits wireless thermostats can bring. Stop into your local Totaline sales center today to find out more about their full lineup of thermostats today. When you do, you could be eligible to receive FREE STUFF, too – like a front seat mobile office, an F.A.P./Totaline embellished t-shirt, or an auto tumbler and flask set. Visit www.totaline.com to learn more about these and other great FREE STUFF offers.



Feeling wired?

Then you're going to love the new Totaline® wireless thermostat.

If you don't have to, why would you ever run wires through the wall again? The new Totaline wireless thermostat makes installation and zoning a cinch. Plus, it utilizes RedLINK Technology to ensure it is reliable and safe for your customers. Check out not one *but six* new wireless thermostats at your Totaline sales center.



Totaline has done it again! We have made key cooling and now key heating Factory Authorized Parts more affordable.



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Warm Your Customers Up to F.A.P.

When winter weather strikes, technicians everywhere will likely see an increase in heating calls. Your customers don't want to wait for a fix to their furnace, and they need the job done right the first time. So, when your Carrier®, Bryant® or Payne® customers call with a heating emergency, trust their equipment to Factory Authorized Parts.

If the need should arise to replace a part such as a motor, gas valve, or circuit board on Carrier, Bryant, and Payne equipment, F.A.P. products are always the right choice. That's because F.A.P. provide an exact, drop-in replacement – no sawing shafts or spending endless hours trying to make parts fit.

Of course, a main benefit of Factory Authorized Parts is the fact that they are manufactured to fit perfectly. Lead lengths, electrical connections and mounting characteristics are all exact. This makes your job easier, especially on those cold winter days. Additionally, using F.A.P. also provides a genuine benefit to your customers.

When you use F.A.P. on your customers' Carrier, Bryant or Payne equipment, you maintain the manufacturer's warranty, the original system efficiency, and engineered sound requirements. Additionally, UL and/or CSA-approvals and listings are maintained. That means you're providing your customers with products that have been tested by Underwriter's Laboratories, Inc. and/or the Canadian Standards Association, and have met their rigorous safety standards – an important factor when considering winter repairs.

When you purchase Factory Authorized Parts this winter by December 31, 2010, you will still be eligible for 2010 FREE STUFF, like a set of two-way radios, a digital AM/FM weather band radio, and a sports watch. In January we will be launching our New 2011 promotion, still FREE STUFF, but even better than ever... it is a Win/Win for everyone. Visit www.totaline.com today to find out more about all FREE STUFF offers.



The perfect housewarming gift...

Help your customers who own Carrier®, Bryant®, or Payne® heating equipment beat the cold this winter with **Factory Authorized Parts**. F.A.P. can help you provide the exact solution to your customers' heating dilemmas.

**FACTORY
AUTHORIZED
PARTS**

Installing Factory Authorized Parts is the right choice!

For the home or business owner, Factory Authorized Parts:

- preserve the original manufacturer's warranty,
- preserve the original efficiency of the system,
- preserve engineered sound requirements (for applicable components such as motors), and
- meet rigorous factory run life design specifications.

For the dealer or technician, Factory Authorized Parts:

- provide an exact drop-in replacement,
- feature exact electrical connections and lead lengths,
- feature exact mounting characteristics, and
- preserve the UL and/or CSA approvals and listings for the parts in the original equipment.

So keep 'em toasty this winter – visit your Totaline® sales center for all your F.A.P. heating needs. And don't forget – we also carry a full line of aftermarket parts that will work with all brands of equipment.

Totaline has done it again! We have made key cooling and now key heating Factory Authorized Parts more affordable.



We Encourage Professionalism



Through Technician Certification by NATE

A Look Back – Dealer Spotlight 2010

As 2010 comes to a close, we'd like to take this opportunity to look back at the terrific companies that were featured in this year's Dealer Spotlight column. Thanks again for your business – we here at Totaline love working with you, and look forward to continued success with you in 2011.

IES Indoor
Environmental
Services

January

Indoor Environmental Services
Sacramento and Santa Rosa, California



February

Arista Air Conditioning Corporation
Queens, New York

JOHN BETLEM
HEATING & COOLING, INC.

March

John Betlem Heating & Cooling, Inc.
Rochester, New York



April

Asbuilt Climate Care
Georgetown, Ontario, Canada



June

T.F. O'Brien Cooling & Heating
New Hyde Park, New York



July

Sullivan Heating & Cooling
Cheektowaga, New York



September

Yost & Campbell
Mount Vernon, New York



October

B.A.S. Heating & A.C.
Cicero, New York



Make sure *you're* the one they call.

Looking for a great way to make sure your customers call *you* when they need HVAC/R service?

The Totaline® label program allows you to put your name, logo and phone number right on the thermostat you install in their home. And, the logo program is available with Totaline's new wireless thermostat lineup, too! Go to www.totalineline.com for more details.



Totaline Private Label
LOGO Program

Totaline Private Label
TEXT Program

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Stump Jim Flynn

Q. Why are run capacitors used on compressors and psc motors? If a Copeland cr32k6-pfv-870 compressor uses a p291-3504, how would it affect the compressor if we gave to them a p291-3004 or p291-4004? Would it also shorten the life of the compressor? ~Jerry Wayne Sams, Comfort Products

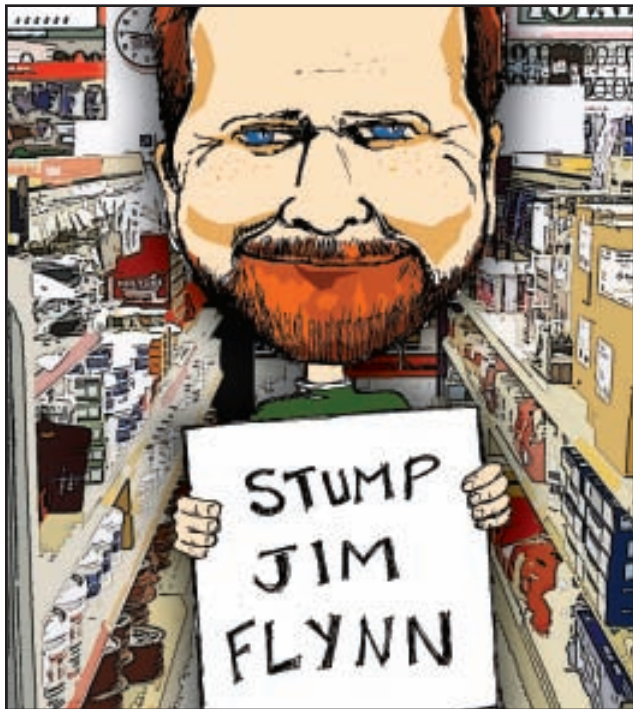
A. Thanks for the question, Jerry. This answer is from one of our electrical trainers. This is also something we cover when we train Totaline counter salespeople at Totaline University.

Run capacitors are designed for continuous duty, and the entire time the motor is running they are energized. Run capacitors are rated in a range of 3–70 microfarads (μF), with voltage classifications of 370 V or 440 V. Single phase electric motors need a capacitor to energize a second-phase winding. If you use the wrong run capacitor, the motor will have an uneven magnetic field, and this will cause the rotor to hesitate at those spots that are uneven. This hesitation can cause a number of things to happen - the motor can become noisy, increased energy consumption, it can cause performance to drop, and it is possible the motor may overheat. However, a motor will not be ruined just because a run capacitor is faulty. You can substitute a run capacitor with a capacitor of equal or greater voltage rating and plus or minus 20% of the microfarad rating.

I hope this takes care of your need, Jerry, and because you sent me such a great question, I'll be sending you some FREE STUFF. Happy holidays!



Jim Flynn
Totaline Marketing and Training Manager



Totaline® Marketing and Training Manager Jim Flynn answers your questions about Totaline sales centers and the HVAC/R industry.

JIM'S TIPS

You saw the cover. You saw the ad. You might be wondering what's up with our 2011 FREE STUFF program that's SO BIG. We'd love to tell you and we will... next month. For now, we'll give you a few hints for what we think is going to be the most gigantic thing to happen at Totaline® sales centers since the FREE STUFF program began.

- FREE STUFF won't be going away, but there are some changes in store for 2011 that will amaze you!
- We've come up with a program that is a win-win for EVERYBODY. What does that mean? Find out next month!
- This new 2011 program will be bigger, bolder and better! But you have to stay tuned to find out more!

The all-new FREE STUFF program is going to be huge, and we're very excited for the changes in 2011. And we'll reveal all to you next month... so be on the lookout for the next edition of Beyond Repair, coming to a store near you in January.

TOOLS OF THE TRADE

- with Bob Carré, Totaline® Business Development Manager

BOB'S YEAR IN REVIEW

This year, Totaline Business Development Manager Bob Carré has shared with us some of his best insights into the world of the HVAC/R industry. At the end of each column, Bob always shares with us a “good habit” – a nugget of knowledge that helps us as we go about our daily lives at work, home, and play. Here is a recap of Bob’s words of wisdom from 2010 to carry us into the New Year:

- Protect your attitude: Your attitude is what your customers and associates feel. Maintain a positive outlook and those around you will feed off your energy.
- Take some time out of your schedule to be prepared. Inspect your uniforms for wear and tear. Do the same for your trucks, meters, and tools. Take some time to get everything in tip-top shape.
- Remember your blessings. You woke up, and this moment and day belongs to you. Smile and go seek your goals with a sense of urgency and joy.
- Establish and maintain objective measures. This will help ensure that you’re building a durable and growing service business. Set high standards and be unreasonable in applying them. Keep on doing it until meeting these objectives becomes a part of your culture.
- Allow yourself – and your staff, if you’re in a leadership role – to take some time to recharge those batteries. In today’s world, time off seems to be a luxury that many of us feel we either don’t deserve or can’t afford – but it’s necessary for your health and well being.
- Plan ahead. Competition remains keen. Which of your customers are you at risk of losing? What can you do to protect and further your relationship with them?
- Be accountable. If you’re a leader, provide your team with the training they need to do well in the industry. Listen to their concerns and help them grow. Teach by example.
- As we roll into the new year, think about where your business is financially. Are you prepared for the months to come? There’s no better time than the present to make sure your business, and you, are on the right track for the year ahead.



Totaline Business Development Manager Bob Carré welcomes your feedback on this column. If you’d like to contact Bob, please e-mail him at Bob.Carre@carrier.utc.com.

TOTALINE®

FIRE UP THE SAVINGS WITH



PAYNE



*TAX Credits are available
through December 31st, 2010*

Today, homeowners all across the United States recognize Payne® as the brand that delivers comfort and convenience at an affordable price. *You can help them save!*

With the family of reliable Payne gas furnaces, your customers can look forward to enjoying the comfort of their home with quiet furnace operation, low utility bills, and minimal maintenance. The Payne gas furnace line includes four different options.

With the PG8M or the PG8J (low NOx), they can relax in quiet comfort thanks to the Payne furnace's soft mounted inducer motor, which reduces operational noise. Both the PG8M and PG8J operate at 80% AFUE (annual fuel utilization efficiency). Consequently, the higher the AFUE, the more money they will save on their utility bills.

Our most efficient gas furnace is the PG9M, which operates up to 92% AFUE. This model conserves natural gas while delivering the comfort they deserve. Because of its high efficiency, the PG9M has qualified for the Energy Star rating.

Tax Credit Documents now available for your customers until December 31st, 2010

For qualifying purchasers of the following Payne heating products, there is up to a \$1500 tax credit.

GAS FURNACES

Model PG9UAA042060
Model PG9UAA060080
Model PG9UAA060120
Model PG9YAA036080
Model PG9YAA060100

Model PG9UAA042080
Model PG9UAA060100
Model PG9YAA036060
Model PG9YAA048080

HEAT PUMPS

Model PH15NA018
Model PH15NA030
Model PH15NA042
Model PH15NA060

Model PH15NA024
Model PH15NA036
Model PH15NA048

Visit www.payne.com for more details.

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Corporation family. Stock symbol UTX.