

Up To Date

New Price Pages

With the announced price increase, please make sure you are using new price pages for all purchases after 1/1/2014.

2014 Dealer Meeting

Don't forget to register for the 2014 Dealer Meeting in Napa.

2013 Deadlines

Co-op claims for 2013 advertising and dealer salesperson spiffs on Infinity equipment, the Infinity Air Purifier and optional warranties are due by January 15, 2014.

What's New on SiglerTV

Check out these new videos on SiglerTV.com:

- *Moments with Russ – Success & Opportunity in California*
- *Moments with Russ – Customer 101*
- *Carbon Monoxide Detectors and Smoke Alarms*
- *Payne PG95 Furnace*

The password is swd.



This Issue

Up To Date

Totaline Mobile Technician App

Featured Products

Technical Tips

Danny McCray in the San Jose warehouse

Totaline Mobile Technician App

Imagine you're at a jobsite, and you think you've figured out which part you need. However, it's 8 pm and it's the coldest night of the year. Don't you wish finding the right part for the job was as easy as checking your Smartphone?

At Sigler Wholesale Distributors, we know how important it is for you to keep your customers happy and comfortable. That's why we're excited to partner with Totaline on a mobile application that will allow you to easily find the parts you need and then email in your order.

The Totaline Mobile Tech application is both Apple and Android compatible and will provide key features that will make it an essential tool of the trade for technicians. Some of these features include:

- Easy bar-code scanning or keyed input of model and serial numbers
- Serial number to model number lookup
- Equipment bill-of-materials search
- Compressor cross-referencing
- Equipment literature lookup
- Search history for 14 days
- Totaline marketing programs

To get started, search for "Totaline" in the Apple App Store or Google Play. Or, scan this code with QR reader software installed on your phone or tablet...



One of the first things you'll want to do is add some contact email addresses in the settings menu. We created three new email addresses so you can simultaneously reach all of the customer service representatives at your favorite Sigler Wholesale Distributors location...

Concord: CNCorders@siglers.com
San Jose: SAJorders@siglers.com
S. San Fran: SSForders@siglers.com

So, give it a try. Use the app to scan the barcode on a newer piece of equipment, or type in the model number of something older. Select the components that need to be replaced and send it to your favorite branch asking about price and availability. Start saving time today!

Concord

1920 Mark Court, #100

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Steve Moorhead x8501
Catie Bier x8516
Chris Cobb x8503
Josh Cobb x8505
Jimmy Hilton x8512
Bob Tomlinson x8502

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Dave Peters x8314
Linda Randall x8311
Bill Sperbeck x8302
Brett Sutton x8312

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Pete Martinez x8406
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Jon Malkovich x8500

Technical Support

Greg Sanchez x8405

Marketing

Sabrina Sahota x8514

Credit & Accounting

Connie Watts x5158

Administrative Support

Duvi Sigler x8605

Featured Products

ECM Motor Testers

Some great tools exist to help you troubleshoot ECM motors. The TECMate/TECINSpect, **GE-A447**, hooks directly to the ECM and 24 volts. If the motor operates with this tool, both the motor module and motor are okay. If the motor does not operate, verify the high voltage connection before replacing the motor module. Ohm out the motor prior to completing your diagnosis. TECMate should not be used on 2.5 motors.

An additional tool, the ECM Motor Simulator, **KGBSD0301FMS**, is used to troubleshoot furnace codes 15, 41, and 42. It simulates a good ECM blower or inducer motor. Used with self-test, if the code does not reappear the motor module should be replaced. If the code does reappear, you can focus on the harness or control board.

These tools provide guess-free, stress-free, accurate diagnosis in a fraction of the time spent using voltmeter and troubleshooting charts.

Polyken

Sigler Wholesale Distributors stocks several different kinds of Polyken brand tape for all of your installation and service needs. With over 50 years of experience, Berry Plastics offer the full gamut of adhesive technologies to suit the needs of almost any application.

- 558B2 - FlexFix Duct to Duct**
- 555S2 - FlexFix Duct to Duct**
- 557B2 - Duct to Metal**
- 558CA - Cloth Universal Butyl**
- 339A25 - Metal to Metal**

All of these tapes are UL 181B-FX listed. Plus, they can contribute toward LEED certification credits – EA Credit 1 and EQ Credit 4.1.

During the month of January, every time you buy a furnace from Sigler Wholesale Distributors, you can buy any two rolls of Polyken tape and get a third roll free. You may not use three rolls with every installation, but it's a great opportunity to stock-up and save.

Technical Tips

Q: Can an Infinity furnace be controlled by a standard thermostat?

Due to the proliferation of thermostat choices in the marketplace today, this is a very common question. With existing systems, and new installs alike, homeowners see a thermostat on the corner display of local department or DIY store and think, "I want that one". Heck, even the cable and communication companies are pushing alternative control devices to tie-in to home networks.

So the short answer is "Yes". The long answer takes a couple more words to explain.

Each furnace has a set of dipswitches used to configure how the furnace will

operate based on a call for heat. The switches can be configured to allow the furnace algorithm to control staging, or direct inputs from the thermostat. System operation can be achieved with either a single-stage or two-stage thermostat, the choice is yours (or your customer's).

Information on setting the dipswitches can be found in the Installation Instructions for the furnace, along with a sequence of operation for each method of control. Additionally, a full explanation of how the furnace algorithms operate can be found on www.siglertv.com. Just enter "control options" in the search box.