

## Up To Date

### AFUE Changes

The Department of Energy changed their process for measuring gas furnace efficiency. All 90% furnaces will now have an AFUE rating for upflow/horizontal applications (what it is today) and an AFUE rating for downflow applications (lower than what it is today).

### \$750 off the 25VNA0

Last month's promotion on the 25VNA0 has been extended to August 31.

### 24VNA9 Sound Ratings

Carrier updated the 25VNA9 product data and that change included a higher sound level for the 4-ton machine. Minimum is 57 dBA while the maximum is now 73 dBA.

### 40MKQ Price Pages

New price pages are available for the high-wall, cassette and floor/underceiling units that can be paired with the 24AHA4 or 25HHA4.



## What's New on *SiglerTV*

**Air Cleaning and Purifying  
Blower Motor Overview  
How to Use "Variable Speed"**  
*(the password is swd)*

A screenshot from Carrier's My Learning Center

## Online Training Resources

By now, you should be very familiar with the training videos at [www.SiglerTV.com](http://www.SiglerTV.com). More than 110 videos are available on a variety of topics – sales, service and even some that are meant to make you laugh! New videos are posted each month. Just remember, the password is swd (think Sigler Wholesale Distributors).

Once inside, you'll find 54 different courses. Most are free, but a few cost up to \$55. However, those courses generally include Factory Authorized Dealer credit hours.

There are lots of topics that cover all areas of your business...

Sales - Controls and IAQ  
Sales – Equipment  
Sales - Replacement Parts  
Sales - Supplies and Accessories  
Service - Condensing Units and Coils  
Service - Controls and Accessories  
Service – Furnaces  
General Topics  
Moments with Russ Sigler  
Programs and Promotions

Back Office / Accounting  
Customer Service  
Management  
Marketing  
Product Information  
Programs  
Sales  
Service

The instructors is just as powerful...

Beth Goldstein  
Bill Kinnard  
Lodestar Consulting  
Power Selling Pros  
Steve Corscia  
Various Factory Engineers

So, what other resources are available? Have you checked out Carrier's My Learning Center yet? You can get there by logging into [www.HVACpartners.com](http://www.HVACpartners.com). Click on "Learning Center" then "My Learning Center." Selecting "Access Carrier My Learning Center" will open it up in a new window. Or, try this shortcut: [www.tinyurl.com/zgcx3p9](http://www.tinyurl.com/zgcx3p9).

Check these out today and watch your business grow.

# Sigler

Wholesale Distributors

THE PRODUCTS YOU NEED  
THE VALUE YOU DESERVE

## Concord

1920 Mark Court, #100

p – 925.825.1540  
f – 925.825.1427

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

## San Jose

1070 Commercial St, #106

p – 408.453.3300  
f – 408.452.1822

John Schurr x8300  
Joseph Bautista x8309  
Mike Ha x8305  
Vidal Lara x8308  
Phyllis LaVoy x8307  
Clayton Schultz x8324  
Bill Sperbeck x8302  
Brett Sutton x8312

## South San Francisco

229 Littlefield Avenue, #4

p – 415.330.6600  
f – 415.330.6670

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



Carrier's Côt Thermostat continues to be a huge hit. What are some of the great features you should be emphasizing to customers?

- WiFi with highly-rated smartphone apps for Apple and Android
- Detailed homeowner usage reports and customized savings tips
- Local 4-day weather forecast
- 2-stages of cooling, up to 4-stages of heating with HP/aux systems
- HybridHeat compatible (when using WiFi)
- Humidity sensor with the ability to control a humidifier or dehumidifier
- IAQ mode (operates fan X minutes per hour)



When you're not using Carrier's Infinity Series equipment, you have several choices for zoning. A great option is ZoneFirst. While you may not recognize the name, ZoneFirst was the first company that successfully developed and marketed HVAC Zoning Systems back in the 1950's. Their zone board can be used with any non-communicating thermostat and the dampers are easily connected with telephone wire (25-feet included).



During the month of August, buy one ZoneFirst system from Sigler Wholesale Distributors and get one free! Limit one per customer and this unfortunately does not apply to customers with special new construction pricing.

## Technical Tips

### Q: On the 5-Stage unit, the fault code is not in User Interface?

At the beginning of 2016, the software in the AOC board used in the 24VNA9 product was revised to reduce the potential for nuisance indicators at the Infinity Touch User Interface. One time trips on certain protection devices will not be shown at the User Interface, but will be indicated at the outdoor unit AOC board and be considered LOCAL.

This has caused some confusion in the field, as the technician witnesses a demand for cooling at the User Interface, no active faults on the screen, yet no system operation. The answer is to go to the outdoor unit and look at the indicator light on the AOC board.

An example of this type of code is a High Pressure Trip. The system will shut down, go in to a time delay, and flash code 31 at the AOC. It will then restart after a time delay and operate at a reduced capacity. Should the condition persist and the HPS trips at reduced capacity within the demand period, the code will change to 84 and be registered in the User Interface fault log.

If you're at the user interface and believe there should be system operation but there isn't, go to the outdoor unit and check the fault indicator on the AOC prior to turning off the power to the outdoor section.