

Up To Date

Price Increase

Make sure you're now using updated Carrier and Payne price pages dated December 1, 2017.

2018 Calendar

Make sure you get your 2018 Sigler Wholesale Distributors desk calendar.

Happy Holidays

All Sigler Wholesale Distributors locations will be closed on Monday, December 25 and Monday, January 1.

St. Jude Update

Thank you for your generosity! Your candy bar purchases have resulted in an \$895 donation to the St. Jude Children's Research Hospital.

Williams Wall Furnaces

Check out these special prices on Williams Wall Furnaces:

- 2509822 = \$401
- 3509822 = \$428
- 5009822 = \$581



What's New on *SiglerTV*

Blown Control Fuse, Now What?
Vent a 90% Furnace Down
Heat Pump Basics
(the password is swd)

Chris Gigliotti in South San Francisco.

Carrier Dealer Locator Results and Data

It's always important to track the source of your leads. Otherwise, how will you know which of your advertising investments are paying off and which are duds? As a Comfort Plus, Temperature Tough or Temperature Tough Gold Dealer, one of your primary sources of leads may be Carrier's online dealer locator. If you haven't recently checked the results of that investment, now might be a good time.

Once logged into HVACpartners, click on "Marketing Tools" and then "Call Tracking" in the Programs & Promotions section. Finally, click the link to open the Carrier Call Tracking Program.

Before you get to the results, take a moment and click on "Call Recording." The default setting has all audio recording disabled. However, it's a free feature that can provide you some insight on how your team is communicating with your customers. Review the legal information and click "Accept" at the bottom.

Now, click on "Calls" to see who called, when they called and the duration of the

call. Using the filters, you can determine how many calls you're receiving in an average month. Carrier automatically assigns a value of \$300 per lead, but you can do the math for whatever value you feel is appropriate for your average customer acquisition cost.

In addition to the volume of calls, there is a lot of other data you may want to mine. Look back at the "Dashboard." How many calls are you getting on Saturday and Sunday? Are you effectively capturing those customers? Likewise, how many calls are you getting early in the morning or late in the afternoon? Are those customers getting a voicemail message? During a typical business day, are you missing any calls? Is that avoidable? What is the average duration of your calls, can your team service those customers more efficiently?

Note that Carrier Factory Authorized Dealers can also see the leads they've received from Carriers' online scheduling tool on this site. However, the main portal for this dealer benefit is at a different website, <https://work.dispatch.me>.

Sigler

Wholesale Distributors

THE PRODUCTS YOU NEED
THE VALUE YOU DESERVE

Concord

1920 Mark Court, #100

p - 925.825.1540

f - 925.825.1427

e - CNCorders@siglers.com

Celeste Wolf x8507

Steven Anello x8509

Catie Bier x8516

Linda Randall x8311

Jimmy Hilton x8512

Jimmy Lightfoot x8513

Ofelia Norwood x8505

Steve Moorhead x8501

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Vidal Lara x8308

Joseph Bautista x8309

Marcus Garcia x8321

Mike Ha x8305

Clayton Schultz x8324

Bill Sperbeck x8302

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Debbie Russitano x8412

Paul Hayes x8418

Tricia Maychrowitz x8404

Pete Martinez x8406

Adonis Segrove x8407

Regional Manager

Jon Malkovich x8500

Technical Support

Greg Sanchez x8405

Marketing

Sabrina Sahota x8514

Credit & Accounting

Emily Wohlf x5158

Featured Products

nest

In 2011, Nest shook up the thermostat market when they introduced their revolutionary "learning thermostat." Now, they've introduced a new model at a more moderate price-point.

With similar features to their flagship model, Nest Thermostat E's frosted display blends in with many home aesthetics. Up close, everything you see is soft and subtle, like a watercolor. And it all disappears when the homeowner walks away. If you haven't seen it yet, check it out at any Sigler Wholesale Distributors branch.



T4001ES - \$150

LIFT

INDUSTRIAL SAFETY GEAR

Based in California, LIFT is 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 42 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: I got an E-1 error on this ductfree unit, now what??

E-1 on most machines is a communication failure between indoor and outdoor sections. Turn on the indoor unit, the fan will operate for 2 to 4 minutes, then the code shows up. The delay has to do with the controls attempting to communicate multiple times, and finally recognizing it isn't going to happen.

So, what causes E-1? The most common is mis-wiring. I know, it's only 4 wires, but you'd be amazed at how many calls we receive when "everything is good", but eventually we find it wasn't.

L1 to L1, L2 to L2, S to S and ground

to ground. Could be external/field that got mixed up, or internal terminals. Regardless, check it all, and don't get wrapped around the axle with wire colors...just follow the wires.

The second most common is condensate pump overflow switches being wired to the S wire. Best practice suggests the L1 wire should be broken with the condensate overflow switch, not the S wire.

Then there are 3 pole disconnects that are required at the air handler in certain areas. When it comes to 3 pole disconnects, price competitive is not the answer.