

- 2016 Mark Your Calendar
- Wi-Fi Thermostats
- Workers Comp Claim

2016 General Meeting Dates

Mark your Calendar!

February 11, 2016

HVACR Smart Wi-Fi Tools
Jerry Herron
CKA sales
Bella Frutteto Restaurant

March 10, 2016

R07C / R410 Refrigerants
Updates

May 12, 2016

Apprenticeship Graduation
Motivational Speaker
TBA



April 14, 2016

**Wigle Whiskey
Tour and Tasting**



Space is limited
Watch for more
information!!!!

Wi-Fi Thermostats ... by Ed Blittschau | Sep. 17, 2015

5 Things Every Contractor Needs to Know about Wi-Fi Thermostats

With Wi-Fi-enabled thermostats predicted to outsell standard digital thermostats in the next five years, many contractors are making room for these next-generation thermostats on their trucks and in their business plans.

To ensure you are taking advantage of the opportunities provided by the rapid change to this market, we put together a list of five things every contractor needs to know about Wi-Fi thermostats:

1. **Wi-Fi thermostats can be both affordable AND profitable.** Shop carefully to ensure you are bringing your customers a Wi-Fi thermostat that meets their pricing expectations and offers your business strong margins. Check with your local wholesaler for their top recommendations.
2. **They are easy to install.** Don't worry about your technicians having to learn complex new technology. There are quality Wi-Fi thermostats available that will walk you through the online setup via a mobile app.
3. **Wi-Fi thermostats offer an opportunity to promote your business.** Be sure to take advantage of the Wi-Fi thermostats that allow you to enter your business name, phone number and even logo. This way, your business is top of mind when system service is needed.
4. **No c-wire required.** More than 60 percent of homes do not have a c-wire. Good news, there are reputable Wi-Fi thermostat options that do not require one.
5. **Homeowners love the convenience.** Over 70 percent of homeowners who have a programmable thermostat don't use the programming feature. The ability to adjust the temperature quickly to is a welcome convenience for busy homeowners.

Today, three out of four homes have Wi-Fi. Distributors and contractors, now is the time for to help grow your business by offering affordable options for Wi-Fi thermostats.

12 Universal Laws of Discounting Services by Don Carr

I ran across these basic truths of business early on in my career. I have found it holds true regardless if you are a business and decide to begin discounting your goods and services or if you are an entrepreneur providing services. These are human behavior truths well worth considering and committing to memory.

1. **No customer is as demanding as the one who is getting something for nothing.**
2. **The discount customer will always expect you to drop everything to:**
 - a. Take his call
 - b. Return his call NOW
 - c. Put his need ahead of all others
 - d. Meet with him, wherever, and whenever he says.
3. **When you discount your services, the person benefiting the most thinks your time is worth the least.**
4. **The discount customer requires a guarantee. He expects you to have and be able to use a crystal ball and thus assure him there is absolutely no risk and that everything you do will result in his success.**
5. **The discount customer does not recognize or appreciate your talent, experience, or expertise, and never understands what you go through to meet his needs.**
6. **The discount customer can never tell you what it is he wants or likes, only what he doesn't like, and only after you have done it.**
7. **When your efforts result in success, the discount customer believes what you did was easy and that he could have done the same thing himself.**
8. **When your efforts do not result in success, the discount customer is convinced you did nothing.**
9. **The discount customer will never be satisfied, and will always ask for something more of something different.**
10. **The discount customer is never on time for an appointment with you, but will always expect that you will never keep him waiting.**
11. **The discount customer is loyal to the dollar, not to you.**
12. **The discount customer will not be organized or timely in providing you what you need to do the job, but believes that it will only take you a "few minutes" to complete. His schedule for you is as unrealistic as your belief that you are making a profit.**

EDUCATION EVENTS



*Integrity is the
essence of
everything
successful.*

SmartWords You Must Remember

*"Anyone can give up, it's the
easiest thing in the world to
do. But to hold it together
when everyone else would
understand if you fell apart,
that's true strength."*

-Unknown

Inspiration

BeLIEVE

IN
YouRSELF

Can you ask for a waiver for workers' comp claim?

Question: Can the company request an employee, including a pregnant worker, to sign a waiver from liability, due to potential danger of on-the job injury sustained or harm sustained, at the hands of a mental health patient who is a resident of our facility? Would a request for waiver of liability expose the company to pregnancy discrimination, based on terms of employment, work conditions, or any other employment terms?

Response: We do not recommend requiring (or even requesting) that employees sign any sort of "release" or "waiver" against future workers' compensation claims. If an employee sustains an injury or illness within the course and scope of his or her employment, generally he or she would be entitled to exercise his or her rights to file a workers' compensation claim. An employee cannot be required as a condition of employment to waive this right (and even if he or she did sign such a waiver, we are not aware that it would enforceable). Certainly employees should be informed at the outset of employment or any time their position or duties changes of the nature of the job, and employers can take measures to ensure that employees are fit for the jobs for which they are hired or into which they are transferred, promoted, etc.. The employer must be careful when making inquiries about medical or health conditions, however, to avoid violating the Americans with Disabilities Act. Please see the guidance published at <http://www.eeoc.gov/policy/docs/guidance-inquiries.html> and <http://www.eeoc.gov/policy/docs/preemp.html> for information relative to when inquiries are, and are not, permitted under federal law.

The employer must of course ensure that it protects the safety and security of its employees (although admittedly some risks may not be able to be avoided, such as those that may occur at the hands of mental health patients who may exhibit unpredictable behavior, and with whom employees may work or come into contact). The employer certainly should consult with its workers' compensation and general liability carriers relative to these risks and how best to protect employees who are exposed to them.

Regardless, the employer should not single out women who are pregnant for any special treatment in the workplace. Federal and state discrimination laws prohibiting the employer from discriminating on the basis of pregnancy. In this regard, the employer cannot and should not assume that women who are pregnant are any less capable of performing their duties than any other employee who is not pregnant, nor should the employer speculate or assume that pregnant employees are at greater risk of exposure to "potential danger of on-the-job injury." Unless and until an employee indicates that she is or may be unfit for duty due to her pregnancy and/or is not able (or does not want) to continue to perform her job duties (and in either situation the employer can require that she present documentation from her physician to support her assertion), the employer should not speculate or assume that a woman who is pregnant requires any special treatment in the workplace. To do so (regardless of any benevolent intent) creates significant exposure to the employer for a pregnancy discrimination claim and thus is ill advised. The employer should further avoid speculating or assuming that an employee may become injured at work based on her pregnancy as this, too, can create exposure to the employer for discrimination and/or retaliation claims, as noted. To the extent the employer requires employees to sign documents relative to risks in the workplace (such documents should be drafted by counsel to ensure they are valid and enforceable), this should be required of all employees, not just women or those women who are pregnant.

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(© 2016 Federated Mutual Insurance Company. All rights reserved. This article is intended to provide general recommendations regarding risk prevention. It is not intended to include all steps or processes necessary to adequately protect you, your business, or your customers. You should always consult your personal attorney and insurance professional for advice unique to you and your business. For more information on ACCWPA's Federated Insurance program contact Matt Johnson, Account Executive ACCWPA's Federated representative at 606-923-6350 (mdjohnson@fedins.com); be sure to tell him you are a member of ACCWPA)

Deepest Sympathy....

Ted Thompson owner of Ted Thompson Heating and Cooling passed away on January 6, 2016 he was 71 when he died of cancer.

Ted had a passion for photography and shot for the Pittsburgh Steelers and Penguins in the 80's & 90's.

Ted is survived by his daughter Tammy Speeler of Dormont and a son Ted Thompson, Jr. of Atlanta.

A memorial service will be held in February no date has been set.

Memorial donations can be made to Clelian Heights School for Exceptional Children, 135 Clelian Hts Lane, Greensburg, PA 15601

April 14th

**Wigle Whiskey
Tour and Tasting**



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Happy
Valentine's
Day!

February 14th!!

ACCWPA Upcoming Events

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Strip District

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TBA

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Air Conditioning Contractors Western Pennsylvania

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