



## THE UNIFIED GROUP

together we make the difference

We are an independent association of the country's elite HVAC commercial contractors. We help our members increase productivity, profitability and customer retention, and we also provide a network for national and regional customer business solutions. Visit us at [www.theunifiedgroup.com](http://www.theunifiedgroup.com).

### ISS kitchen

#### Quick Teriyaki Chicken

- (4) chicken breast, cut into 1/2 inch slices
- (6) tablespoon teriyaki sauce
- (2) scallions, chopped fine
- (1) tablespoon sesame seeds

1. Preheat broiler
2. In a large bowl combine the chicken with the teriyaki sauce and let stand for 10 minutes to marinate.

3. Lightly spray the broiler pan
4. Arrange chicken slices in a single layer so they do not touch.
5. Broil for 1.5 to 2 minutes on each side.
6. Transfer to a platter or serving dish.
7. Sprinkle with scallions and sesame seeds.
8. Serve with rice and steamed vegetables.

Enjoy!! 

By Erika Bodwell

# comfort zone

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One Link of the Chain

## national presence with a local mindset

Wouldn't it be nice to get the benefits of a national HVAC service provider combined with the responsiveness and attitude of a local independent commercial contractor?

Well, it is possible through The Unified Group, a network of highly qualified independent mechanical contractors.


The Unified Group takes an approach that is different from brokers, consolidators, manufacturers, and other national service companies. The Unified Group represents the best of the best in the HVAC industry. That elite position is ensured through ongoing training and education programs, and by the shared commitment of our member firms to continuously raise the level of service and increase the value provided to our customers.

The average Unified Group contractor has been in business for 37 years and has on average 22 service technicians all committed to the highest standards. Our rigorous screening process ensures only the country's elite providers are awarded membership in The Unified Group. Our members are handpicked for their experience, reliability, commitment to quality, and excellent service.

Choose a company that takes ownership for each and every service call, one that provides guaranteed response times, dedicated contacts, and consistent communication. Quality performance is the backbone of success, and each and every Unified

company uses this as their guide for work. By utilizing your local Unified Group member contractor to provide your HVAC service either regionally or nationally, you realize these benefits:

- National and regional coverage
- 54 quality mechanical contractors throughout the country
- 1,592 combined years of experience
- 1,032 service technicians nationwide
- One call for service, one primary contact
- Consistent quality service around the country
- Presence in the community
- Access to owners
- Personal relationship at each of your locations
- Greater sense of urgency
- True collaboration

Whether it is a single site or multiple locations, our elite group of contractors provides hundreds of quality technicians and service support personnel who are ready, willing, and able to address all of your HVAC needs. This includes retrofit and replacement needs as well as preventive maintenance and service. Contact your local Unified Group member company listed on the back panel of this newsletter to discuss your local, regional, and national HVAC needs. 

ISS is a leader in the commercial, healthcare and industrial air conditioning and refrigeration industry. We excel through our commitment to protect the health, safety and welfare of our clients and our employees.

### Innovative Service Solutions

[innovativeservicesolutions.com](http://innovativeservicesolutions.com)

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## keep your condenser coils clean

The condenser coil on your air conditioner uses unfiltered outside air to reject heat. Because it is exposed to unfiltered outdoor air, it is important to clean the condenser coil as part of a scheduled maintenance program. The performance penalty of a dirty condenser makes this task one of the most cost-effective energy-efficiency practices available for rooftop unit maintenance. A dirty coil that raises the condenser temperature 10 degrees will reduce capacity by 7% and increase energy consumption by 10%.

Keeping coils clean will help your equipment operate more efficiently, keep your employees and customers happy, and save you money. It's worth the investment. ☐☐☐

## prepare for winter now and save energy later

Summer will be upon us soon, and all thoughts of cold and snow are gone. But should they be? Now is the perfect time to create your budget for next winter's HVAC purchases.

In most businesses, heating, ventilation, and cooling typically account for 40%-60% of energy costs. One of the best ways to reduce energy consumption and offset rising fuel costs is to replace old, inefficient equipment with high efficiency technologies.

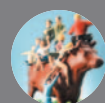
Benefits of energy efficient HVAC technologies include:

- Lower energy bills and reduced maintenance and operating costs
- Improved work environment with more uniform temperatures. Increased comfort translates into greater productivity
- Commitment to a sustainable future with the positive environmental impact of reduced greenhouse gas emissions

There are several higher efficiency boiler options available that can help you reduce your heating costs by up to 30%. A higher efficiency boiler system will also add to the comfort level in your building and reduce operating costs. Plus, it's better for the environment.

Annual operating costs: Standard efficiency boiler (2000 MBH input)	\$19,925
Annual operating costs: Condensing boiler	\$13,283
<b>Annual savings</b>	<b>\$6,642</b>

Note: Annual energy savings are approximate and will vary from project to project. ☐☐☐



A condensing boiler system offers superior heat exchange design and improved combustion technologies over standard efficiency units. A condensing boiler can capture latent heat from flue gases by condensing water vapor that normally goes up the flue. This creates efficiencies in excess of 90% and further reduces heating costs.

In addition to your natural gas savings, the installation of a condensing boiler can create a more uniform temperature, and reduce building maintenance and operating costs. These high-efficiency units also promote cleaner air by reducing greenhouse gas emissions.

A boiler should be capable of meeting a building's peak heating demand while also operating efficiently at more common load conditions. It is important to discuss optimal sizing requirements with your contractor. Properly sized equipment should improve operating efficiency, reduce capital costs and improve occupant comfort.

Here is a comparison of typical annual heating costs for a building with a higher efficiency boiler compared with annual heating costs for a building with a less efficient standard model.

## innovative technology

If you read any business journal or newspaper today, you are aware of the move toward Green Buildings. Why is that? According to the EPA, most Americans spend up to 90% of their time indoors. No wonder people are concerned with the quality of the air we breathe when inside buildings. Pollution levels are often higher indoors than outside. The EPA estimates that the indoor levels of many pollutants are two to five times higher, and on occasion, 100 times higher than outdoor levels. Because of this, the EPA ranks indoor air as one of the top five environmental threats to human health.

A survey conducted by the Occupational Safety and Health Administration (OSHA) indicates that one-third of the 70 million Americans who work indoors are quartered in buildings that are breeding grounds for contamination from mold, bacteria, and volatile organic compounds like formaldehyde.

One manufacturer has created cleaning products based on the principle of minimal chemical content, low toxicity to humans and pets and bio-degradability. Their goal is to strive for the lowest environmental impact consistent with improved indoor air quality.

- EPA Registered Products that eliminate mold and other contaminants
- No CFCs
- Bio-Degradable
- No building evacuation required
- Antimicrobial

## procedural solutions

Supporting the effort to develop Green Buildings and a healthy environment is one of the differentiating factors and core competencies of Innovative Service Solutions. Our service vehicles are stocked with many of the products mentioned. ISS would be happy to introduce you to the manufacturer.

ISS went one step further by developing the service protocol to protect the occupants as well as the servicing technician when dealing with an indoor air quality issue.

In 2006, Innovative Service Solutions developed and adopted a service provider protocol. The program is called S.T.A.T. for Specialized Technical Awareness Team. This is a four phase multi-year training program we developed to educate the entire ISS team.

Every employee who works on the ISS team receives STAT I training. This includes recognition of indoor air quality problems, proper attire for the environment, and client relationship. While this sounds like very basic training, it is the core to raising the top of mind awareness every team member receives.

When a technician cleans a coil, he is exposed to airborne as well as waterborne pathogens. For protection, the technician will wear eye protection, a respirator and disposable rubber gloves in addition to standard safety gear. The EPA registered products destroy the bacteria; however, our protocol serves as a further element of protection to prevent inhaling fumes and mist. These actions minimize the exposure to contamination. ☐☐☐

## employee spotlight

**Name:** Norman Tetter  
**Position:** Wholesale Sales  
**Years in the HVAC industry:** 36  
**Years at Innovative Service Solutions:** 13  
**Major job responsibilities:** Providing quality service to apartment and condo communities  
**For me, a perfect day at work is:** Accomplishing the goals set for the day  
**Most challenging part of my job:** Client satisfaction  
**Town:** Orlando, FL  
**My very first job was:** Receiving at Rheem Manufacturing  
**Hobbies/Past times:** Fishing and golf ☐☐☐

