

## Insider News



### “Grace & Candor”

Have you ever told someone they did something wrong, but told them in a way that was critical of their personality rather than critical of the poor behavior? I have and that is having **candor without grace**.

Have you experienced someone not performing up to the company’s standards or culture, but you decide not to discuss this action with the co-worker for fear it will upset them or cause conflict. I have and that is **grace without candor**.

Both of these examples happen frequently at work and in everyday life, but they shouldn’t be treated as described above. **Grace and candor can and should exist together...but it is rare.**

Why is it rare? I believe that lack of candor is a result of a person withholding their thoughts due to self preservation. We all are conditioned to be liked, so delivering frank information can put you in an unwelcomed position of dislike with the person or group receiving the bad news. None of us like to receive criticism, whether it is constructive or not. Nonetheless, we should relish and encourage CONSTRUCTIVE criticism (coaching) so we can grow. Leaders and managers should not shy away from giving constructive criticism if we want the person and the company to thrive. Conversely, employees should not shy away from giving corrective advice to supervisors and managers. However, it is imperative we deliver the honest information with grace and not with an abrasive tone.

I have to admit, over the years, I have struggled with being as candid as I should have. My tendency is to shy away from discipline and unpleasant news. Having the desire to be polite and to avoid conflict, I many times lack the candor and transparency that is needed to grow our company. But through practice and prayer, I am trying to get better.

So where do I see possible areas for improvement for the use of graceful candor? We can foster a culture where frank, honest discussion is encouraged. We must welcome it, recognize it, communicate it and reward it. Specifically we can:

- Give honest and open feedback with employee reviews
- Make sure employees have the freedom to voice their opinions to management
- Have open discussion regarding our policies and procedures
- Speak up if we think our sales goals are too aggressive or not high enough
- Have a high level of accountability, with rewards and consequences
- Communicate financial performance more timely
- Give honest feedback to our manufacturers, contractors and engineers on how they can improve.....and ask for honest feedback from them about our performance.

With **grace and candor**, I truly believe our company will be able to change and grow quicker, cut costs and build trust. Talk about a Win-Win situation.

I am not too naïve to believe that I, nor the company can change overnight. In his book, “Winning” former GE CEO Jack Welch writes, “It is true that candid comments freak people out at first”. But with practice in the right way, it will make Mechanical Reps, Inc. a better company. I know having candor is not my natural behavior, but I am willing to embrace the change....will you join me?

Regards,

Larry R. Bloomquist  
CEO

**“Faith is taking the first step even when you can’t see the whole staircase.”**

Martin Luther King, Jr.

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**Greenheck offers 3-D models of most products.**

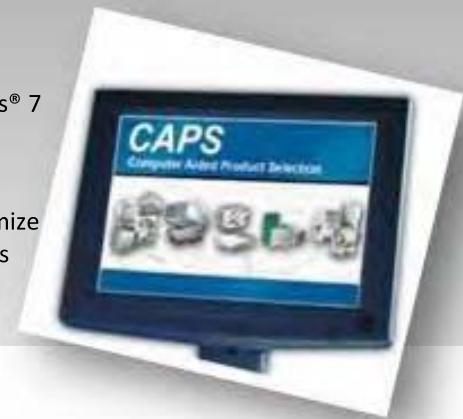
**Greenheck's Computer Aided Product Selection Program (CAPS)** is more than just a computerized selection program. It includes product descriptions, application information, dimensional drawings, detailed product performance for all products and CAD drawings for many products.

CAPS provides complete menu driven support for Greenheck's fans and ventilators, centrifugal and vane axial fans, energy recovery ventilators, make-up air units, kitchen ventilation systems, dampers, louvers, and laboratory exhaust systems.

**CAPS current engineering version is 4.8.**

CAPS works on Windows® operating systems XP, Vista, and Windows® 7 including 32-bit and 64-bit processors.

Greenheck's RV unit and dynamic specifications are now available in CAPS. Similar to the submittals and drawings, CAPS is able to customize specifications based upon the unit's parameters. Be sure to pass this news along to your engineers and design-build contractors.



## New Products and Options

### Fan and Ventilator

- Vari-Green Expansion
  - Models SFD (utility fan) and SE1 (sidewall propeller) are now available with Vari-Green motors
  - 1/6 hp Vari-Green motor is now available on Models G, CUE, CW, SQ, LD, LDP and SE1

### Centrifugal/Vane Axial

- New Model - Housed Plenum Array (HPA)
  - Designed for fan array installations in air handlers
  - Smaller footprint and lower profile make it great for new and retrofit applications
- BISW and AFSW Series 21 and 41 were combined into one common model for wheel type. This will provide you with:
  - More model comparisons on the selection grid
  - The ability to choose Under Speed or Over Speed VFD
  - Housing type choices – Permalock (Series 21) or Welded Construction (Series 41)

### New Damper Models

- Model CRD-501 – a true Class I leakage ceiling radiation smoke damper
- Face and bypass dampers – FBV-43 (vertical) and FBH-43 (horizontal)
- Tornado Dampers – Models HTOD-330 and 331 offers protection against instantaneous pressure changes

### Make-Up Air

- Industry Leading 15-Day Lead Time on Make-Up Air Models with Packaged DX
  - DGX (Direct gas-fired)
  - IGX (Indirect gas-fired)
  - MSX (Modular, hot water, steam or electric heat)
- Building Management Systems (BMS) network interface options are available on Make-Up Air Models DGX, IGX, and MSX

### Energy Recovery Ventilators

- 50 cycle motor selections are now available. Note – as with other product lines, this must first be selected on the job properties screen before you make your selections

### Kitchen Ventilation System

- Kitchen hoods - Type II (non-grease) – The user interface has been redesigned for a more intuitive flow and is consistent with Type I (grease) selections
- Kitchen hood air supply plenums now offer an insulation option

### Louvers

- Welded construction is now available on wind-driven rain and sight proof models
- Florida Approved Louvers sizes can be entered directly into the grid, which improves speed and consistency in your selections

### Lab Exhaust

- Vektor®-CD – Expanded, more cost-competitive damper selections available.
- Vektor®-MD – New “Sound Attenuation” tab providing you with more information on sound levels based on your specific fan selection(s).



## CREST BOILER

### Fire Tube Innovation up to 3.5 Million BTU

Lochinvar® has taken the fire-tube concept in an innovative new direction with the CREST® modulating-condensing boiler. With sizes that range from 1.5 to 3.5 million Btu/hr, you finally have the opportunity to utilize Lochinvar leading-edge technology in your largest applications. With thermal efficiencies up to 99% in low water temperature applications, CREST is positioned to provide exceptional energy-saving performance. The advanced CREST introduces a combustion system with a unique burner design with up to 25:1 turndown. The burner fires into an array of 316L stainless steel fire-tubes that transfer the heat to the surrounding water with exceptionally high efficiency. CREST communicates seamlessly and in real time with building management systems by utilizing an on-board MODBUS protocol. The SMART TOUCH™ control has a built-in cascading component that communicates with up to eight units, providing total command without an external control or complex and expensive control logic programming by the BMS integrator. Yes, innovative fire-tube boiler technology integrated with Lochinvar's SMART TOUCH™ operating control makes the CREST a genuine game-changer among commercial boilers.

### Advanced Negative Regulation Technology

CREST safely and reliably operates with supply gas pressure as low as 4 inches water column. Because Negative Regulation (Neg/Reg) technology draws fuel gas into a pre-mix combustion system instead of relying on utility pressure through the gas valve, operation is steady in low gas pressure systems or when peak demands occur on supply lines. Plus, Neg/Reg automatic fan speed control fine-tunes the correct fuel/air ratio entering the burner, providing even, consistent combustion for a cleaner burning flame achieving high combustion efficiency.



### Fully Modulating up to 25:1 Turndown

25:1 turndown means the burner can fire at a rate as low as 4% of its maximum input. For example, a 2 million Btu/hr CREST unit can modulate from 80,000 up to 2,000,000 Btu/hr depending on demand. High turndown greatly reduces "short cycling" when demand is low. All boiler systems are designed to provide enough heat to maintain a facility's heat loss on the coldest days. When the system is zoned, the CREST's high turndown works to match the actual system demand and, in return, reduces the customer's fuel bill and provides better comfort by load matching the heat loss of the system. Greater seasonal efficiencies will be realized due to the extremely large turndown offered by CREST.

### As Low As 35 GPM\* to Full 350 GPM Flow Rates

CREST allows system designers tremendous flexibility to vary the flow rate through the boiler. It can service systems that operate with widely fluctuating flow rates depending on demand. CREST can be installed with primary/secondary piping or in a full-flow arrangement. Typical design techniques include full-flow systems or variable flow systems using variable frequency drives on the heating water pumps. In either case, CREST excels in these applications and allows the flow through the boiler to vary based on system demand.

\* 35 GPM min. flow on FB1500 model, 80 GPM on FB3500 model.



## Austin

Mechanical Reps is proud to be involved in the new Zach Scott Topfer Theatre. The design team includes Anderson-Wise Architects and Encotech Engineering. This two-story structure is 29,000 sf and has 418 seats. In conjunction with Mtech Comfort Systems we provided several Greenheck products including life safety dampers, architectural louvers, fans and energy recovery ventilators. Also included on this project are Price Industries sound attenuators, air devices and underfloor displacement ventilation for the theatre area. Some of these products, as well as others, will help in achieving the goal of LEED silver certification.



*Zach Scott Topfer Theatre  
Austin, TX*

## San Antonio



*UHS Clinical Services Building  
San Antonio, TX*

University Health System (UHS), both a hospital system and an academic medical center in partnership with UT Health Science Center, has recently broken ground on an ambitious Capital Improvement Project budgeted to cost upwards of \$900 million. Amongst other improvements, the project includes the addition of a large parking garage and a new hospital tower facility to be located in San Antonio's Northwest medical center area. A new 6-story Clinical Services building is also being built at the Robert B. Green campus in downtown San Antonio.

Mechanical Reps and Garrett Mechanical have partnered together on both the new West Parking Garage and the downtown Clinical Services building. MRI will be providing many of the products on this project including Greenheck large centrifugal fans, vent sets, life safety dampers, Price air devices, laboratory diffusers, terminal units, sound attenuators, fan filter units, SEMCO oval duct, AAF carbon filters, AMPCO flue pipe, VMC vibration isolation, Dri-Steem humidifiers, MARS air curtains, Pro Hydraulics valve packages, and Reznor electric and gas heaters.

Mechanical Reps is proud to be involved with Garrett Mechanical in the growth of San Antonio's health industry.

## MRI Warehouse Department

Mechanical Reps, Inc. features a fully stocked warehouse in both Austin and San Antonio with a complete line of HVAC products available for pick-up or delivery. Please see our [stock book](#) (pictured below and available on our website [www.mechreps.com](http://www.mechreps.com)) for a detailed list of our full array of stocked product offerings.

Juan (Jr.) Morales and Mario Rodriguez make up our Austin warehouse team. Jr has worked for MRI for 11 years. He has three girls, ages 13, 12 and 7, that keep him very busy. He enjoys spending his weekends with his daughters watching movies and baking cookies. He loves football and is a diehard New England Patriots fan. Mario Rodriguez has worked at MRI for 3 years. He and his wife, Christal, enjoy spending time with their son and daughter playing legos and taking them to local parks. Mario also enjoys watching basketball and football.

Our San Antonio Warehouse Manager, Fred Gonzalez, has been with us for 12 years. He has lived in San Antonio for 15 years, with his wife Elena and two children. Fred takes much pride in keeping his warehouse in tip top shape. Aside from the office, he enjoys country western dancing, traveling and sightseeing. Ronny Snider works part-time in our San Antonio branch. He has been with Mechanical Reps for 4 years now. He is a very hard worker with a passion for service. In addition to his warehouse duties, he also assists in the field with our service department.

We are fortunate to employ such diligent and hardworking individuals.



*Pictured Above:  
Jr. Morales & Mario Rodriguez*



*Pictured to  
the Left:  
Ronny Snider &  
Fred Gonzalez*

## News Flash





October 27, 2011—The Mechanical Reps, Inc. San Antonio branch hosted their annual warehouse party and fish fry. For our second annual Biker Rally theme, we hosted 21 manufacturer booths, over 200 attendees and had an outpouring of prizes to give-a-way; 36” LCD TV, Apple iPad, Netbook, Kindle, 40 gift bags and many more miscellaneous prizes. Everyone enjoyed the fresh cooked fish and fresh hand cut fries with all the fixings, while watching and taking part in the Eight Ball Rally. In the banner above (from left to right) are all the manufacturers and MRI personnel in attendance; the banner with all of our generous sponsors; Thomas Owens and “Spike” aka Mike Layman hosting the Eight Ball Rally; a snapshot of the give-a-way prizes; the girls of MRI San Antonio; and the amazingly great food! The Eight Ball Rally was sponsored by our “TOP HARLEY” sponsors: Greenheck, Price, Thermaflex and Yaskawa. We extend a special thank you to all our manufacturers for their ongoing sponsorships that make this event possible.



MRI San Antonio Warehouse Party



Price Green Products Seminar

September 15-16, 2011—The Mechanical Reps Austin and San Antonio Offices hosted Price Industries Green Products Seminars. Guest speaker Jerry Sipes, Ph.D., P.E. discussed displacement ventilation, hydronic heating and cooling systems as well as acoustic applications. Attendees included Contractors, Owners, Engineers and Architects from San Antonio and surrounding areas. Upon completion attendees were provided with Professional Development Hour credit(s).

December 16, 2011 – Several Austin MRI employees donated some time at the Salvation Army sorting and packaging toys and clothing for needy children of Austin.



Pictured above left to right: Kathy Israel, Larry Bloomquist, Kevin Schaal, Sarah Israel, Richard Beverly, Jennette Pace, Tim McGrath

Pictured left to right: Andy Rodriguez, Tina Marr, Michelle McNatt



December 2, 2011— For the past eleven years Mechanical Reps San Antonio employees have partnered with the San Antonio Construction Industry in contributing towards the Construct-A-Kids Toy Drive. Through both the Christmas Gala and the Toy Drive they are able to contribute approximately \$363,000 in cash and well over 14,000 toys to the Construct-A-Kid’s Christmas project. This is a wonderful fundraiser that helps ensure that EVERY child in the system receives at least one gift for Christmas.



## Solve this new riddle!

How many squares are in a chessboard?



## And the answer to last quarter's riddle is...

Suppose you have a list of numbers from zero to one hundred. How quickly can you add them all up without using a calculator?

### ANSWER:

The list contains fifty pairs of numbers that add to 100 (100+0, 99+1, 98+2, 97+3, etc.) with the number 50 as an unpaired leftover:  $50 \times 100 + 50 = 5,050$

## Congratulations to the first four to submit the correct answer!

*Russell Rogers with Beard Mechanical Contractors, Inc.*

*Steve Nguyen with Encotech Engineering Consultants*

*Stillman Jordan with HDR ONE COMPANY*

*Cassie Grimm with REC Industries, Inc.*

E-Mail your answer to  
[admin@mechreps.com](mailto:admin@mechreps.com).

The first four correct answers  
win a \$25 gift card.

### Austin

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