

# Solutions

Climate Solutions Through Mind and Technology

FALL 2010



**AIR FORCE ONE™**



Installing the 550-ton chiller and piping required AFO to knock out a wall.

## Chiller installation

*Sycamore Plaza needed AFO expertise*

Regency Centers, owner of Sycamore Plaza in Kenwood, OH, turned to Air Force One when it came time to replace an aging chiller system.

The Plaza, an 180,000 square-foot mall, had a 550-ton chiller, which had been installed in the 1960s, plus a 190-ton

auxiliary chiller to help keep tenants and customers cool during the humid summer months, noted Brett Horvath, AFO's Southwest Division Manager. Af-

ter the auxiliary chiller failed a few years ago, it left tenants a lot more humid than comfortable and risked damage to the books at one of the Plaza's largest tenants, Barnes & Noble Bookstore.

Regency decided it was time for a serious upgrade but wanted the project done on a strict timetable – in about six weeks.



Sycamore Plaza in Kenwood, Ohio

### FROM THE PRESIDENT

*Retaining customers key to success*

Customer retention is everybody's business, from my desk through every touchpoint along the line. It's what makes Air Force One successful.

Each associate at Air Force One has the chance to make a positive impact on our customers on a daily basis. I believe it is crucial that associates understand their involvement in this experience and the impact they have on customer relationships.



Greg Guy

We work hard to make sure our associates take ownership of every customer and understand their role in the bigger picture of the company. Our motto is: "If a customer complains, you own the complaint."

If there is a question an associate can't answer, they are expected to find someone who can. The customer should be satisfied with the answers provided and feel that we have made every attempt to address their concerns.

That's why we hold regular seminars to teach tactics and boost customer retention. We have another training session scheduled in September – we try not to rest on our laurels.

In tracking our retention rate, we are currently at 95 percent overall. We feel this is an excellent measure of our success and proves when you care about your customers, they will remain loyal to you.

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# AFO Team Member Updates

## *Associate Anniversaries*

### **Central:**

Jeff Reed, 15 years  
 Mark Bishiop, 14 years  
 Kay Rideout, 6 years  
 Andy Mears, 3 years  
 Laurie Jago, 3 years  
 Jeff Wheaton, 1 year

### **Northwest:**

Ken Height, 10 years  
 Ed Strausbaugh, 4 years  
 Glen Arnold, 4 years  
 Jeff Greenier, 3 years  
 Mike Varner, 3 years

### **Michigan:**

Rodrick Majcher, 5 years

### **National Accounts:**

Chris Papp, 4 years

### **Support Group:**

Nick Barger, 2 years

### **Southwest:**

Brett Horvath, 1 year

## *New Hires at AFO*

### **Northeast:**

Patrick Fink, Technician

### **Central:**

David Dale, Technician  
 Ricky Hallam, Technician

### **Michigan:**

Steven Poor, Technician

### **North Central:**

Frank Parrish, Technician  
 Jonathon Williams, Technician  
 Bryson Hall, Technician

### **National Accounts:**

Brian Corrigan, CSR

## *SW office changes*

We are pleased to announce that Brett Horvath will be taking over the position of General Manager of the Air Force One Southwest Division.

Brett is an extremely capable and respected leader in the industry and will be a great addition to our Management Team. Brett has been with AFO as part of our Sales Team for more than a year and will continue to work with customers on a daily basis.

Scott Hilleary will be stepping down as the General Manager and will con-



**Family fun at Kings Island**

**Air Force One associates had a great time at Kings Island on Aug. 21. More than 40 members and their families attended the all-day event. They had a delicious picnic and rode many rides, including the 315-foot Drop Tower, shown.**

centrate on sales and business development. Scott will be a valuable resource to Brett in his transition.

## *Commendations*

**Grant Hall** for his persistence and dedication to make the AFO North Central Division a success. Grant puts in countless hours to ensure that his customers' needs are met. He uses common sense and his passion for success to keep things running smoothly. He always maintains a positive attitude, which is infectious to both his customers and fellow associates. The North Central Division has been a great success due to Grant's hard work.

**Jeff Clifton** for his constant dedication to both Air Force One customers and associates. Jeff promptly addresses and resolves the needs of our customers. He communicates effectively and can be depended on to get a job done right. Jeff is always a pleasure to work with and is a tremendous asset for Air Force One.

**Laurie Jago** for putting in extra effort the last few months to ensure the Central Division Service Department

continues to run efficiently. Laurie completes billing in a timely manner, manages the dispatching, takes care of invoicing, and answers customer calls all while making sure the technicians have what they need to do their jobs on time and on budget.

**Alison Stafford** for taking on additional responsibilities during our busiest time of the year. Alison took care of dispatching, service data entry, and matching and collecting vendor invoices during staffing shortages. She also helped CSR's from several other divisions with data entry, including multi-facility clients for National Accounts.

**Kay Rideout** for her efforts to help the Indiana division run efficiently. Kay always takes the time to help with questions, returns phone calls promptly, helps set up purchase orders, and enters construction jobs. Kay provided invaluable help on the Anthony Square project and her efforts really helped to make the job successful.

Through their actions, these associates represent the reason why Air Force One is a great place to work.

# Building automation comes to small-box retail

*New technologies help reduce energy & costs*

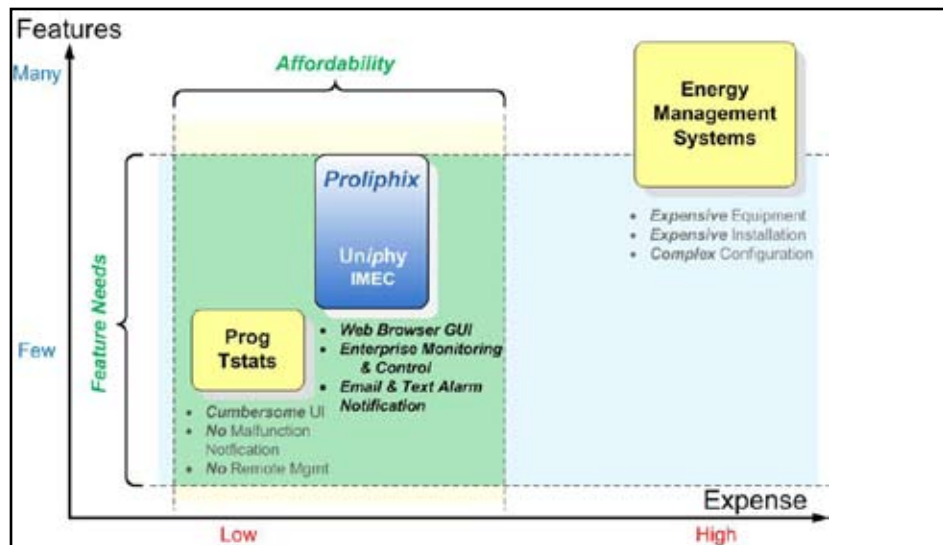
Energy Management Systems are coming to smaller facilities, offering tremendous energy savings and reducing costly service calls.

EMS used to be only for larger facilities or factories because of the expense involved in equipment costs and installation. The small-box version is called an Internet-Managed Energy Control system and costs about one-third that of a big-box EMS, said Ken Height, General Manager of Air Force One's Northwest office. But it gives the business owner many of the same tools.

"You can log on and control any thermostat in any site from anywhere in the world," he said. "You can program them remotely, 365 days a year for up to five years." They also give the ability to monitor from three additional sensor inputs, including food freezer temp, dirty condensers/filters, flood sensors, motion sensors, refrigerant pressure and motor-run sensors, and control three other devices, such as lighting or door locks remotely or from 24/7 scheduling, he added.

With the system, a business owner can be alerted by email or texting if something goes wrong. The remote monitoring feature provide owners with a tool for "call avoidance" by allowing confirmation of the problem before triggering an on-site service call.

"We are installing 18 of those devices in Steel Dynamics facilities in Minnesota



**'You can log on and control any thermostat in any site from anywhere in the world.'**

**-- Ken Height**

in their electrical equipment rooms," he added. "If something fails, we'll know about it before it adversely affects their equipment or disrupts production." AFO has also installed them in AT&T retail sites and other facilities.

The system also allows users to graph and track energy usage over time to find additional ways to cut costs. Height estimates the return on investment is a year or less in most cases.

Previously, small businesses were limited to installing programmable thermostats, which do not offer any

monitoring or notification capabilities. Moreover, these thermostats were easily overridden by staff and often did not reset at night, wasting energy to heat or cool and empty building.

Height noted he replaced the programmable thermostats in AFO's Toledo office last year and already has saved 40 percent on their gas bill. "That's just for heating," he said. "I know we had additional savings in the summer for cooling."

Height said response has been very good among clients. Huntington Bank is doing a test of the new system at one site in Cleveland and other retailers are interested in AFO's free 60-day product trial program.

"I think devices like this will become very commonplace in the next few years," he said. "It offers too many benefits not to be adopted."

## Regency

Continued from Page One

Tom Howard, assistant property manager for Regency Centers, said AFO was chosen because they provided a one-stop shop for everything they needed to get the project done on time and on budget.

"We were able to discuss several options for Regency to consider and engineered a new plant design and layout

to provide a new chiller with associated pumps and variable frequency drives," Horvath said. "With the help of BC&E Engineering, the design was completed within a few weeks."

The old chillers were replaced by a more efficient 550-ton chiller and new 8-inch and 10-inch piping was installed, along with new chilled water pumps, expansion tanks and exhaust fan. The installation phase required that a load-bearing wall had to be eliminated

before the old chiller could be removed and the new one installed, he noted. "That was almost a project in itself," he said.

With the help of Don Sack and Tony Shelton of the Plaza's facilities engineering department, Horvath said the work was completed on time before the end of April, 2010.

"I had a lot of confidence it would be done on time," Regency's Tom Howard said. "Overall, I'd give them an 'A'."



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## AFO lands contract with Mesabi Nugget

Air Force One has landed a \$560,000 contract installing cooling equipment for Mesabi Nugget at Hoyt Lakes, Minn., a subsidiary of Steel Dynamics.

The Mesabi Nugget plant was developed to reduce the importation of pig iron from such foreign sources as South America, reported Konrad Schumacher, electrical engineer at the plant. "It provides us with more economical, better quality and environmentally friendly alternative to the imported pig iron," he said.

Using a proprietary process developed by Kobe Steel, the Mesabi facility creates iron nuggets that are about 85 percent pure and ready for blast furnaces. The nuggets are well suited for mini-mill steelmaking, exhibiting



The Mesabi Nugget plant in Hoyt Lakes, Minn.



many operating benefits compared to the imported pig iron ingots traditionally used in flat-roll steelmaking.

In the first phase of the project, AFO designed and installed cooling

processors in the twelve electrical equipment rooms that drive machinery ranging from 10,000 to 90,000 watts, explained Ken Height, General Manager for AFO's northwest office.

"We had to determine the heat load of the equipment in the room and do a heat load for the entire building and come up with the size of equipment to go into it," he said. AFO installed the same specialty equipment that was used in the Steel Dynamics facility in Butler, Ind.

The first phase was completed in about thirty days and they are starting the second phase now, he added.

Schumacher said he's been very pleased with the work performed by AFO. "They're down to earth, professional and customer-oriented," he said. "Any problems that came up, they took care of them."