

Solutions

Climate Solutions Through Mind and Technology

WINTER 2012

AIR FORCE ONE™



The Artiflex stamping plant in Clyde, OH will cut HVAC energy costs by 85%, due to AFO's plan to replace a chiller with a cooling tower system.

AFO plan cuts energy use

Saves Artiflex plant more than \$200,000/yr.

Replacing a 400-ton chiller with a closed-loop cooling tower system will save a steel stamping plant in Clyde, Ohio about 85 percent of their HVAC energy costs.

The 185,000 square-foot Artiflex Manufacturing plant, formerly known as Gerstnslager, was looking to replace the aging chiller with another chiller when Air Force One representatives suggested there might be a better way.

The chiller is used to cool the oil that runs through the huge stamping machines that produce parts for cars, including Chrysler, GM and Ford. An AFO engineering study showed that the plant could replace the chiller with a cooling tower system instead – and cut their energy costs from \$275,000 per year down to just \$35,000, said AFO

engineer Jeff Reed.

The cooling tower doesn't need compressors, so it uses far less electricity to operate. The trade-off is the oil will be at a slightly higher temperature as it runs through the stamping machines, but still within tolerances, Reed said. To help the plant cope on extremely hot summer days, a small auxiliary chiller can be rented at a reasonable cost.

The cost of the project is estimated to be about \$300,000, which means the energy savings will pay for itself in a little over a year.

Ken Height, AFO's General Manager of the Northwest division, said the project will

FROM THE PRESIDENT

*We must
be smart
& healthy*

For a company, it's not enough to be smart – you have to be healthy as well.

Being smart is easy because you base your decisions on things you can measure -- those metrics that tell you you're on the right path to profitability. But healthy? What is that?

A healthy organization is one built on trust. Your associates have to feel comfortable being vulnerable around each other. You create a healthy environment by cutting red tape, streamlining the hierarchy and reducing office politics. It's not easy, but it creates an atmosphere where the best ideas can be examined and shared without fear.

Let me give you an example of what I mean. Say Mary, a volunteer at a non-profit group, suggests they hold a bake sale to raise funds. But others in the group don't really support it – they've had bake sales in the past that didn't do well. Rather than hurt Mary's feelings by telling her the idea is weak and suggesting ways to improve it – or replace it – they half-heartedly go along.

As a result, the sale fails and everyone says, "I knew it wouldn't work." Mary now has hurt feelings about the whole experience. You can bet she won't be volunteering any ideas in the future. More importantly, the



Greg Guy

Please see Artiflex, Page 3

Please see President, Page 3

AFO Team Member Updates

New Hires at AFO

Central:

Robert Reel, Technician
Ben Koehler, CSR
Jonathan Bennett, Technician

Southwest:

Cathleen Heckman, CSR

North Central:

David Ritter, Technician

Northwest:

David Roberts, Technician
Mike Wendel, Technician
Cynthia Jechura, CSR

Northeast:

Norman Jones, Technician
Philip Power, Technician
James Ottenweller, Technician
Caryn Werman, CSR

AFO News

Mike Houck and **Dave Roberts** have completed the State of Ohio Apprenticeship Program, and have earned their Journeyman certifications.

Both associates have worked hard to complete their 8,000 hours of on-the-job training under a Certified HVAC Journeyman, and also 576 hours of Related Technical Instruction.

Mike and Dave are a valuable part of our team here at Air Force One, Inc., and we congratulate them.

Offices moving!

The Southwest office's new address is 4785 Emerald Way, Suite B, Middletown, OH 45044.

The Support Services staff has moved to another building on the same property in Dublin. This includes Accounting & HR departments, Greg Guy (CEO), Bill Guy (Chairman) and Lisa Urbano, Executive Assistant.

Nearly 60 associates attended our annual SP Group training in Columbus Sept. 13 & 14. This year's training focused on "Personal Accountability."

The annual AFO holiday party will be held Saturday, Jan. 14, 2012 at the Hilton Easton.

Club 120 associates earn beach trip



Nineteen Club 120 achievers and their spouses enjoyed a weekend at Daytona Beach, Fla. Sept. 30-Oct. 2 as a reward for reaching their goals. To qualify, AFO sales reps had to reach 120 percent of their plan and GMs had to hit 100 percent of their sales and profit plans. Those pictured are: Bob & Sheila Watson, Kelly & Jamie Johnston, Jennifer & Brett Horvath, Tanya & Ken Height, Rob Schwiebert, Nancy & Bob Flynn. Others who attended were: Dan Briones, Mike Goodell, Sharon Lachowski, Peggy Lucas, Nancy Perhach, Chris Siler, Earle Kurrass, Rick Mindzora, Tim Sobolewski, Greg Guy, Michelle Lyke, Lisa Urbano and Mark Ball.

Associate Anniversaries

Support Services:

Bill Guy, 27 years
Greg Guy, 15 years
Michelle Lyke, 13 years
Lisa Urbano, 4 years

Central:

Paul Postle, 22 years
Mike Goodell, 17 years
Dan Donohoo, 11 years

Northwest:

Rob Schwiebert, 8 years
Randy Elkins, 4 years
Phil Shiple, 3 years
Mike Leese, 1 year

National Accts.:

Chris Papp, 5 years
Bob Flynn, 3 years
Cyndi Soltis, 1 year

North Central:

Bob Fox, 6 years

Northeast:

Brian Stone, 6 years
Jay Faust, 1 year
Tim Sobolewski, 1 year

Southwest:

Dale Vallandingham, 2 years
Mark Ball, 1 year

Commendations

John Bintz (nominated by Andy Mears) -- For his continued high level of personal service to AFO customers. John was complimented by Glen Carpenter of Diamond Power for his ability to deliver quality service to their facility. John's expertise and ability to communicate effectively with customers is a tremendous asset for the Air Force One Central Division.

Rob Schwiebert (nominated by Mike Leese) -- For his leadership and assistance as Service Manager of the Northwest Division. Since Rob took over the Service Manager position, he has done a great job of keeping the department running smoothly. He makes himself available and is always willing to help the technicians with questions or problems. His helpful attitude is appreciated.

Peggy Lucas (nom. by Tammy Ziska & Earle Kurrass) -- For all her efforts in training

Continued on Page 4

Super job done at Super Fitness

Helping to solve a gym's problems with a foggy pool area has led to a \$200,000 contract to replace rooftop HVAC units.

Team Super Fitness Centers, Inc., which has two locations in Toledo, had problems with the steamy air at one facility's pool. The previous contractor seemed unable to solve the problem, said owner Ron Hemelgarn.

Once AFO was given the job, they used a combination of new air vents and exhaust fans to clear out the pool fog. That led to Hemelgarn's decision to hire AFO to replace aging rooftop units at the 100,000 square-foot facility.

AFO technicians replaced a 30-year-old DX Expansion AC System with six Carrier 20-ton RTUs, three 10-ton RTUs, three 4-ton Split Systems and one 3-ton RTU, said AFO Northwest sales manager Dan Briones. The units should pay for themselves in four to five years.

"The energy efficiency is so much better now than 30 years ago," Hemelgarn said. "Plus you get tax credits up front and save on energy over the years. Makes the facility much more enjoyable for members."

The system is designed so only those units that are needed fire up, Hemelgarn noted. Sometimes, simple paddle fans are enough to keep the air moving.

Since the project was completed earlier this year, Super Fitness has used AFO on two other projects.

"If I have a problem, I talk to them and they listen," he said. "We work together well."

Artiflex

Continued from Page One

begin in January, as soon as the equipment can be built and delivered. He estimated the project should be completed by February.

Artiflex maintenance supervisor Jason Morrison said AFO was chosen for the job "because they knew exactly what we needed to accomplish our goals," plus they were competitive on pricing.

"They knocked it out of the ball park in my opinion," he said.



The Dublin facility will cut in half the \$250,000 cost to replace AC units.

Stanley Steemer saves *50% energy grant provided by State of Ohio*

Stanley Steemer's Dublin facility has been given a 50 percent energy credit to replace two aging rooftop AC units.

Air Force One technicians will tackle the \$250,000 project as soon as the equipment arrives, said AFO Service Sales Manager Jamie Johnston. They will replace two AC units, one 90-ton and the other a 75-ton. The equipment should arrive in early winter and the installation is expected to take two weeks.

"By putting in the new units, we'll be able to recognize energy efficiencies

that should save \$9,000 to \$12,000 per year," he said.

Half of the project's cost, or \$125,000, will be covered through the Ohio Department of Development's grant program that seeks to reduce commercial energy usage and create jobs.

AFO has been a long-time service provider for Stanley Steemer, Johnston noted.

"We got the job through our current relationship with Stanley Steemer due to the quality of service we've been providing them," he said.

President

Continued from Page One
organization didn't achieve the results it needed.

At Air Force One, we encourage a high degree of productive conflict. We want everyone to be heard. In that way, the bad ideas can be rejected and the good ideas made better. Even if not everyone agrees,

they feel more comfortable about getting on board.

This is our "secret sauce." It's what differentiates us from our competitors. I believe everyone has value, no matter what position they may hold and good ideas can come from anywhere. That's the environment we foster and AFO is better for it.



Air Force One -- Corporate Office
5810 Shier Rings Road
Dublin, OH 43016
Phone: 614-889-0121

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Commendations

Continued from Page 2

and supporting the CSRs from the various divisions. Peggy is a team player and has been willing to share her knowledge with the newer CSRs to help them learn processes correctly. All divisions of Air Force One appreciate Peggy's help.

Bob Fox (nom. by Jeff Clifton) – For being a big part of the North Central Division's success. Bob cares about our customers and does his very best every time to ensure service is done right. Our clients have also noticed Bob's dedication. He has regularly shown his leadership and willingness to help our newer technicians with his knowledge of jobsites, procedures, and how to complete certain tasks pertaining to these sites. We are proud to have Bob on our team.

Rodrick Majcher & Andy Mears (nom. by Ken Height) – For their efforts in responding to an emergency service call in Detroit for Sprint. Rodrick & Mears worked many long hours over a holiday weekend, and their time and expertise

were critical to keeping the data center running. Their team effort and hard work are appreciated.

Cyndi Soltis & Nancy Perhach (nom. by AFO customer) – For their knowledge of client's equipment and processes. Their ability to give customers a quick and accurate response allows AFO to provide seamless support to our customers. Their helpful attitude and positive approach are very much appreciated.

Pat Core (nom. by AFO customer) – For his helpful attitude and quick response on service calls. Pat has been complimented by customers for his ability to accurately diagnose a problem and fix it right the first time. Pat is a team player and his efforts are appreciated.

Laurie Jago (nom. by AFO customer) – For her helpful attitude and quick response in getting customers scheduled for service calls. Laurie does a great job of managing everyone's time effectively and meeting customer expectations. Laurie's efforts are appreciated.

Marcia McCloud (nom. by Brett Horvath & Mark Ball) – Marcia has worked diligently to manage the extreme amount of service calls for the Southwest Division

this summer. She has come in on Saturdays & Sundays some weeks to catch up on billing and paperwork so that our team is set up for success the following week. She is a true team player and sincerely cares about her job, her team and her customers. We appreciate Marcia's dedication, positive attitude and ability to think outside the box and help others.

Eric Whitton (nom. by Brett Horvath & Mark Ball) – Over the past month, Eric has put in countless hours of overtime to run and assist on projects. Eric's quick thinking and problem solving skills have been critical on several different jobs. The customers were very appreciative of his efforts. Eric is proving his leadership abilities and is a valued member of our team.

Brett Horvath (nom. by Southwest Division) – For his hands-on approach to a recent emergency call. Brett was out in the field working along side his technicians on a Sunday afternoon to get a circulating pump on a chiller up and running. He stayed at the site until a temporary pump was running and helped track down parts to finish the repair. Brett demonstrates the teamwork that makes our Southwest Division so successful.