

# Solutions

Climate Solutions Through Mind and Technology



## FROM THE PRESIDENT

*Happiness won't  
come from  
your television*

The Declaration of Independence states, in part: "We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness."



Greg Guy

What Thomas Jefferson did not say in those words was *how* to be happy.

Happiness, and its apparent evasiveness, is a topic I have spent some time researching lately. Since 1900 the US life expectancy has nearly doubled, we have conquered numerous diseases and illnesses, household income has increased eight-fold in constant dollars, the average work week has 50 percent fewer hours, we are taking substantially more vacation and holidays and yet, despite all this progress, we are no happier.

Since 1950 (when reliable tracking measures began), the number of people who say they are "very happy" has actually declined and perhaps the most telling statistic is that the incident of depression is up ten-fold. All of our prosperity is obviously not buying us happiness.

While there are several factors influencing our happiness, I believe part of the problem is we rely too much on

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Bob Putman stands in the Twigs pool area that AFO made liveable again.

## Unwanted 'rain forest'

*Twigs came to AFO to solve pool area problem*

Bob Putman, owner of Twigs, a children's gym located south of Dayton in West Carrollton, said their problems began not long after a new Dectron heating/air-conditioning and humidity control unit was installed for the pool area. "It was going down all the time," he said, which caused excessive moisture to build up. "We ended up with a rain forest. Humidity over 90 percent. Kids, life-guards and parents were unhappy, paint was peeling – it was unbearable."

Thanks to recommendations he received from several area hotels with indoor pools, Putman called in Air Force One to tackle the problem. Engineers discovered the unit had not been installed according to manufacturing specifications and required some additional ductwork for better air flow. Once it was reinstalled by Air Force One, it took a

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**"We had trouble after trouble after trouble until we called Air Force One. They're the only game in town when it comes to Dectron units."**

— Bob Putman

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few more months to iron out all the kinks, but Putman said the company stuck by the project. Air Force One Sales Engineer Kevin Kincaid even called the Dectron engineer in Canada to discuss the installation and head off future problems.

Now Twigs has a preventative maintenance contract that provides detailed monitoring and service of equipment and near-instant response whenever something goes wrong. "I'm a big Air Force One fan now," Putman said.

# AFO team member update

## AFO wins BWC safety award

Air Force One has been awarded the "100% Award" from the Safety Council of Greater Columbus, honoring the company for operating all year without a single "lost-time injury."

AFO was among 136 companies honored April 19 at the banquet, the first held since the Safety Council was co-created by the Builders Exchange and the Bureau of Worker's Compensation.

"Safety is the most important thing we can practice every day," said President Greg Guy. "It is easy to take your health and well being for granted, so we try to slow down and reinforce the need to be safe in our work. We have been very fortunate never to have a serious accident at Air Force One and we'd very much like to keep it that way."

## 2005 Commendations

Critical Systems Service Manager **Paul Postle** went above and beyond the call of duty by providing outstanding service and support during an early morning power outage at the Dublin Data Center of Verizon Wireless.

Northeast Customer Service Representative **Sharon Lachowski** volunteered her free time to assist National Accounts in the implementation of the Citizens Bank contract.

## New hires at AFO

### Central office:

Patricia Goodwillie  
Richard Blosser  
Kevin Carfano  
Robert Grove  
Don Bivens

### Northeast office:

Robert Goldney  
David Hunt

### Northwest office:

Darrin Sackett



General Manager Mike Goodell, left, and President Greg Guy with award.

### Southwest office:

Chad Fleming

## Associate anniversaries

### April

Glen Box - 9 years  
Roscoe Karnes - 9 years  
Jim Sargent - 5 years  
Tim Althouse - 5 years  
Richard Mindzora - 5 years  
Gary Hockenberry - 4 years  
Michelle Grose - 3 years  
Nancy Earhart - 2 years  
Don Hatfield - 1 year

### May

Cheri Guy -19 years

Michael Houck - 11 years

Don Loughman - 6 years

Larry Perdue - 1 year

Tom Beckett - 1 year

Jim Miller - 1 year

### June

Ken Height - 6 years

Ron Howard - 5 years

Tim Bragg - 3 years

Eric Barricks - 3 years

Linda Stumpp - 3 years

Jerry Harlan - 2 years

David Beckett - 2 years

Kay Congrove - 2 years

Rodrick Majcher - 1 year

Ed Albrigo - 1 year

## AFO kicks off wellness campaign

In an effort to improve the health of associates, Air Force One has embarked on a "wellness campaign."

If an associate wants to enter a 10K, half marathon, full marathon, "Iron Man" or similar competitions, AFO will pick up the entry fees, announced President Greg Guy.



"It's our way of taking a proactive approach to the well-being and health of our associates," he said. "We want to encourage them to participate in certain strenuous activities."

If an employee would like to learn more, please contact Crystal Smith in human resources.

# Data centers grow hotter than ever

By Mike Goodell

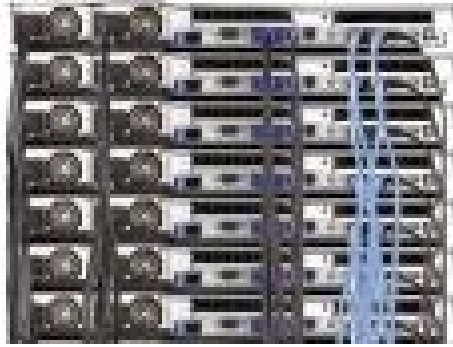
Company IT managers are always under pressure to move more data faster and more efficiently, so it's understandable that they've been moving to "blade servers" over the last few years.

Blade servers are essentially thin electronic circuit boards that fit into racks, vastly reducing cabling requirements and increasing computing power per square foot.

Making the case to the CEO to replace the old servers with blade servers is an easy cost-benefit analysis to make for IT professionals, but they often forget one important fact that can add significant cost to their upgrade: Heat dispersal.

When these high-density servers are packed together, they generate a lot more heat than the old servers, which can trigger alarms, corrupt data, or even cause servers to shut down during peak operating times. Not something a CEO wants to hear. Yet many IT managers overlook this vital step.

While most data centers have a Liebert or other type of air conditioning system installed to move the heat away from the racks, these new blade servers can easily overtax the systems maximum capacity.



**Blade servers are replacing boxed servers, increasing rack heat.**

Not every company plans ahead. Some just install the new servers, then deal with any resulting problems. We've often been called in after an upgrade has been done and everyone thinks they've covered all the bases, except warning alarms start to go off in the data center.

When the technicians check the cooling unit, it appears to be operating normally, cooling the room to 72 degrees. Yet when they walk by the racks of servers, they'll get a blast of heat coming from within the tightly packed equipment, alerting them to the problem. Trying to even out hot spots is one of the biggest challenges for data centers.

The solution is to increase the air flow around the racks. Often these data centers rely on raised flooring to run

cables and to provide the air for the cooling system, but there just isn't enough volume there to do the job for blade servers.

In many cases, additional ductwork is required to bring in more air and to vent the hot air to the outside. This means cutting into the building envelope and installing ducts large enough to handle the required airflow. Once that's in place, smaller cooling units can be placed above alternate racks to send down more air and new exhaust fans in between can suck the hot air away.

All of this will raise the cost for the upgrade, so it's best to bring in an HVAC engineer early in the process to determine what additional steps will have to be taken to resolve the heat issue. Companies should plan to spend \$3,000 to \$5,000 per ton of cooling installed. Each ton of cooling can dissipate about three kilowatts of heat. From there, you can make rough calculations as to your own cooling requirements.

Considering the mission-critical nature of a company's IT department, it makes sense to plan ahead in order to protect the data and equipment from heat-related failures.

*Mike Goodell is the General Manager for Air Force One.*

## President

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passive forms of entertainment, such as television, that prevent us from structuring our free time in ways that would enhance our well being.

In an excellent book by Mihaly Csikszentmihalyi called "Flow," he speaks about the concept he calls "Flow," which can be broadly synonymous with the word gratification. Flow is different from the momentary pleasure we may achieve through a hot shower, a cold beer, or a good cup of coffee in the morning. It is about how we immerse ourselves within our community, our family or even in a worthwhile hobby.

"Getting into the flow" is being so caught up in an activity that we become oblivious to our surroundings. It's about

enhancing our personal strengths and virtues. The experience is often challenging and requires skill to concentrate; there are clear goals and we have a deep, effortless involvement. Time stops and our sense of self vanishes. According to Csikszentmihalyi, humans need to be active in "mindful challenges."

Madeleine L'Engle, the Newbery Award winner for her book, "A Wrinkle in Time," compares this level of concentration to a small child at play. "In real play, which is real concentration, the child is not only outside time, he is outside himself. He has thrown himself completely into whatever he is doing ... his self-consciousness is gone. His consciousness is wholly focused outside himself."

I think everyone can relate to the concept of Flow. It is exhilarating to flow with an activity that fully engages all of our skills. It boosts our self-esteem, confidence and well-being.

Happiness or the pursuit of gratification is important because it strikes right at the heart of getting the most out of life, personally and professionally. And that's what I wish for our associates.

Here are some books that may boost own happiness: "Art of Happiness" by the Dali Lama; "Flow" by Mihaly Csikszentmihalyi; "The Pursuit of Happiness" by David Myers; "What Happy People Know" by Dan Baker; "Man's Search for Meaning" by Victor Frankl, "Six Pillars of Self Esteem" and "Authentic Happiness" by Martin Seligman.

# Insurance firm contract expands AFO into 46 states

When the nation's third largest auto insurance company began opening their new auto-repair service centers nationwide, who did they call for HVAC services?

Air Force One, of course.

The new service centers give customers a "one-stop" shop for service needs. They can simply leave their car, pick up a rental car and return when the job is done.

"Before Air Force One, we had to get three bids from local contractors for every site," explained one of their Facility Managers for the company, which asked not to be identified for competitive reasons. "It was very time consuming."

AFO had been providing preventative maintenance work for their sales and claims offices since 2005, explained Bob Watson, general manager for National Accounts at Air



**Service bays require particular HVAC expertise.**

Force One. The client had such good success, they chose AFO to handle all of their service centers that are expanding throughout the country. The service centers require additional AFO expertise in air conditioning and venting because of the auto exhaust in the service bays.

Because AFO is independent, they can handle any type of brand-name heating or cooling unit, noted Watson. Most of all the clients appreciate our quick response time and our ability to perform.

Our Alliance Partner network of contractors continues to grow and now entails more than 160 contractors throughout the nation, serving 46 states. We are now receiving requests from contractors to become one of our partnering contractors.

AFO has also contracted with contractors and clients in a combined disaster initiative. This came as a direct result of our performance during last year's

hurricane disaster and our ability to support contractors and clients with labor and materials to restore and maintain services.

"We maintain 500 offices across the country, so we need someone we can trust and depend on," said the insurance company's Facility Manager. "We can call Air Force One and they're ready for us. The service has been phenomenal."



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