

METROPOLITAN NY CHAPTER Refrigeration Service Engineers Society

Continuing Education for the HVAC/R Industry

“Better Service Through Knowledge”

February 2017

WWW.METRONYRSES.ORG



When Things Go Wrong

Mistakes will happen while servicing refrigeration equipment. A technician may install the wrong part on a system; he/she may misdiagnose a system's problem; or may cause damage to another system component or damage a customer's property.

How a service technician and his company handle the mistake is *very important* to retaining the trust of their customer. If a mistake made by a technician is not handled properly, the service company could easily lose that customer.

Depending on the severity of the problem, it could also lead to lost revenue for the service company or, in extreme situations, legal action by the customer.

Small mistakes should be quickly resolved by the service technician, and he should let his office know what happened when he calls in.

When a large mistake happens, the first thing a service technician should do is notify his/her supervisor *before speaking with the customer*. This is extremely important. He should not call the office in front of the customer—it is best to go outside the premises to make the call, either from his truck, using a cell phone or at a local payphone. The technician should explain the problem to his supervisor and let them decide how to best handle the problem after taking into account all of the necessary factors.



A technician should never try to hide a mistake from his supervisor, as this will surely lead to other problems. Although it is embarrassing, mistakes happen and a technician needs to own up to them. Even the most seasoned veteran will make a mistake—at least occasionally. It just happens.

It is usually best for the service manager or supervisor to explain to the customer what has happened. They are somewhat removed from the actual job and may be able to

explain the problem and what has happen more effectively.

If a technician is unable call his office or if there is no one at the office to speak with, he will then need to use his best judgment on how to handle the problem and the customer.

Most importantly, he should remember to treat the customer fairly and with the same respect he would expect if he were the customer.

Once the customer has been told the nature of the problem, the technician and his company should make every effort to resolve the problem in an efficient and expeditious manner.

Never prolong resolving the problem longer than necessary. Normally a customer will be very understanding if they see they are being treated fairly. If they start to feel that they are being left at the wayside, then they will become angry and start to complain.

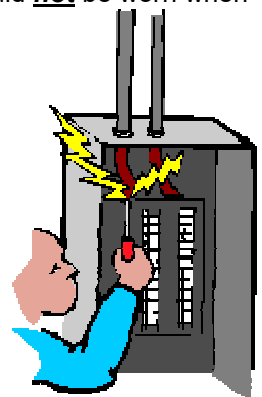
A simple sense of fairness, honesty and respect from all parties involved is the best way to resolve mistakes.

Loose Fitting Clothing and Jewelry

Loose fitting clothing and jewelry should **not** be worn when working around HVAC and refrigeration equipment.

Rotating components, such as fans used on many systems, can become entangled with loose fitting clothing and cause severe harm to a technician.

Technicians should also avoid wearing rings and watches while working around RHVAC systems. They can come in contact with electrical circuits and cause a severe electrical injury.





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For Information Call: Stan Hollander, CMS (718) 232-6679

It has become apparent that we may have some scheduling conflicts in the future, which may necessitate cancelling an occasional scheduled meeting. Therefore, **it is important** that you pay attention to the Newsletters which are being emailed to you approximately one week in advance of the scheduled program.

PLEASE READ YOUR NEWSLETTERS
WHEN THEY ARRIVE VIA EMAIL!!

In the unlikely event of scheduled meeting cancellations,
announcement will be posted on our web site

Wednesday February 8th, 2017 at 7:30 pm

at
RICCARDO'S
21-01 24th Avenue, Astoria NY 11102

Theory, Design and Set-Up of **CONDENSING BOILERS**

By

Bill Gluckin—IBC Boilers

PRESIDENT'S MESSAGE

The days of the technician having to call the office to find out information on a piece of equipment are gone. Today, almost every technician has a smart phone. Using the smart phone he can connect with most manufacturer's web sites and "drill down" to get to the equipment he is working on, and any specification or other information he/she may need. There are also plenty of Apps that make calculations, duct sizes, superheat, etc. easy.

As an RSES member you have access to the SAM manual. Old timers may remember this as several binders for which updates would be sent out periodically and you would insert them into the binder. The updates are still sent to all members but the SAM manual is now available to all members on-line without charge. The RSES web site describes the SAM manual as "the oldest living reference manual available that contains literally thousands of pages of technical data, equipment analyses and evaluations, field application instructions, regulations, good practice codes, business development guidance and more."

Feel free to forward this email to anyone you think might be interested in RSES. Nonmembers are always welcomed at our meetings and there is never a charge.