

SSD sales management changes announced

A series of high-level personnel changes in Systems & Services Division sales management have been announced.

Bill Braak, vice president, Johnson Controls, Inc., and SSD sales manager, has elected to take a leave of absence from his position on September 30, 1981. In conjunction with this:

Bruce Ashenfelter, vice president and currently assistant sales manager of SSD, will become sales manager, effective September 30, 1981.

Harvey Siebert, manager of the Southwest region, has been promoted to vice president and assistant sales manager of the division, effective September 30, 1981. He will relocate from Dallas to Milwaukee.



B. Braak B. Ashenfelter H. Siebert

Mr. Braak joined the company in Denver in 1948. He was the Denver branch manager and Western and later Midwest regional manager. In 1976 he was named a vice president of the corporation and in 1979 he assumed additional responsibilities as SSD sales manager. Beginning September 30, 1981, he will be on special assignments for the company.

Mr. Ashenfelter joined the company in Minneapolis in 1949. He was appointed Los Angeles branch manager in 1960. In 1963 he was named Western regional manager and in 1968 Pacific Coast regional manager. In 1973 he was named director of Personnel and Administration in Milwaukee. In 1974 he became vice president and general manager of Canadian operations. In addition to those responsibilities, he became SSD vice president and assistant sales manager in 1978.

Mr. Siebert joined Johnson Controls in 1950 as a sales engineer in the Buffalo office. He was named manager of the Rochester office in 1960. He became manager of the Southwest region in 1974. Mr. Siebert's replacement in the Southwest region will be announced in the near future.

How do we rate? GREAT!

A recent survey of readers of *Energy User News*, a weekly business newspaper, has produced evaluations of all major manufacturers of energy management systems.

Johnson Controls was the second-ranked company in the high-recognition category, with a score of 64.5. Our company was rated by 35.9 percent of those surveyed, a higher response than any company except Honeywell (three divisions).

The survey asked readers to rate energy management system manufacturers based on their personal contact and experience with those companies.

Comments on Johnson Controls ranged from praise to condemnation, as they tended to do with other companies in the survey that had a high response rate.

"Johnson's equipment is simple in operation, and service is excellent," an energy consultant wrote. An engineering supervisor for a machinery manufacturer wrote that "Johnson has

ENERGY MANAGEMENT SYSTEMS FOR BUILDINGS		Number Of Excellent Ratings	Number Of Poor Ratings	Number Of Responses	% Of All Surveyed Who Rated Firm
High Recognition Companies (more than 80 respondents)	Score				
Pacific Technology Inc. (Butler)	65.9	21	2	113	12.8
Johnson Controls	64.5	61	15	316	35.9
Square D	63.6	17	3	112	12.7
Honeywell Energy Product Center ..	60.3	32	11	162	18.4
Honeywell Commercial Construction	55.1	22	13	162	18.4
Honeywell Building Services	54.5	27	26	205	23.3
Simplex Time Recorder	54.3	6	6	94	10.7
Robertshaw Controls	53.7	13	11	141	16.0
Barber Colman	52.0	12	12	152	17.3
AT&T (Bell System)	50.9	12	14	81	9.2
IBM	48.1	21	36	197	22.4
MCC Powers	45.9	9	16	92	10.4

excellent equipment and training programs." Two readers praised the flexibility of Johnson's equipment.

The energy manager of a pharmaceutical manufacturer said that "Johnson has done a good job of user orientation and application engineering."

"Johnson has very good equipment, but it's expensive," said one energy consultant. Another consultant called

Johnson's equipment "the best buy for the money."

Energy User News (EUN) is a weekly newspaper which is gaining a reputation in the controls industry for its ability to "tell it like it is." If your branch is not presently receiving *Energy User News* and you would like to begin a subscription, contact the MTF editor. An order form will be furnished. Subscription rates are \$36 per year in the US and \$46 for Canada (\$76 air mail).

DOE grant deadline changed

The current Department of Energy program for schools and hospitals provides matching funds for energy audits and the resulting retrofit work.

The deadline for applying for funds during the third award cycle, now underway, has been changed from September 30, to September 1, 1981. Applications for funding must be submitted by the states to DOE regional offices by July 10, 1981.

Based on the proposed federal budget, funds allocated are as follows:

Alabama	\$1,087,659
Alaska	438,907
Arizona	777,194
Arkansas	722,475
California	3,782,468
Colorado	1,135,568
Connecticut	1,240,275
Delaware	398,021
Dist. of Columbia	444,202
Florida	1,916,823
Georgia	1,348,499
Hawaii	386,865
Idaho	511,758
Illinois	4,041,638
Indiana	1,937,769
Iowa	1,306,049
Kansas	954,504
Kentucky	1,195,698
Louisiana	1,008,289
Maine	663,399
Maryland	1,399,929
Massachusetts	2,124,767
Michigan	3,462,119

Minnesota	1,993,482
Mississippi	782,180
Missouri	1,705,969
Montana	527,289
Nebraska	739,411
Nevada	408,768
New Hampshire	548,790
New Jersey	2,508,467
New Mexico	525,138
New York	6,019,791
North Carolina	1,538,920
North Dakota	524,604
Ohio	3,634,239
Oklahoma	939,625
Oregon	831,702
Pennsylvania	3,963,067
Rhode Island	522,884
South Carolina	886,081
South Dakota	497,901

Tennessee	1,328,249
Texas	3,038,189
Utah	645,191
Vermont	425,004
Virginia	1,552,545
Washington	1,254,262
West Virginia	760,588
Wisconsin	2,028,320
Wyoming	371,128

As stated in a previous issue of *Monitoring The Field*, many of our branches have reported contracts with institutions receiving grant funds during the first two cycles of the program. If you need information on how your customers can apply for the funds, contact Richard Walker in Milwaukee, phone 4881.

Leasing: Key Tool for EBM

JOHNSON
CONTROLS
FINANCIAL
SERVICES

Success

UNBEATABLE COMBINATION ON BID FOR

Lumbermen's Mutual Insurance Company

GAVE JC THE EDGE
OVER COMPETITION.

Monitoring The Field

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Letters may be addressed to the Managing Editor, *Monitoring The Field*, Johnson Controls, P.O. Box 423, Milwaukee, WI 53201.



Monthly rentals, not total purchase price, won JC the bid at Lumbermen's headquarters in Mansfield, Ohio.

Lance Bowman, Sales Engineer at Johnson Controls' Cleveland office, knew the best way to approach Lumbermen's Mutual Insurance Company when he submitted his bid for a JC energy management system.

Lumbermen's, a longtime JC customer, was entertaining bid proposals from two competitors, both of which mentioned purchase price up front. Lance realized price was the key and knew he had to think of some special approach in selling JC's system.

After discussing Lumbermen's energy management needs and options, Lance prepared an energy analysis (EPAK) to find out if a BAS system could indeed save energy for Lumbermen's.

When the survey was completed, Lance met with Roy Holloway, his Johnson Controls Financial Services representative. With Lance working as the system expert and Roy working as the financial expert, they were able to put together a five-year and a seven-year lease plan. They discovered that the monthly energy savings would cover the monthly lease cost.

"We really worked well together. What questions Roy couldn't answer, I could and vice versa," Lance emphasized.

They discovered that the monthly energy savings would cover the monthly lease cost.

Energy savings from the new automation system coupled with capital savings provided by the financing capabilities of JCFS proved to be a successful combination. It enabled Lumbermen's to retain their investments and acquire a high technology energy management system. Lance and Roy's teamwork proved to be the unbeatable combination and Lumbermen's agreed to lease JC's 85/10.

The next time you need a financial expert to support your sale, call your representative at Johnson Controls Financial Services. It may prove to be the unbeatable combination for your customer.

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The successful team approach demonstrated by our Cleveland branch and JCFS resulted in a leased energy management system at Lumbermen's Mutual Insurance. Using the leasing option can often secure a sale now instead of allowing our quotations to remain "open" and subject to all kinds of possible reasons for ultimate rejection.

JOHNSON
CONTROLS



Topping out ceremony held for LA's tallest downtown building

The 48-story Wells Fargo Building, the tallest skyscraper to be built in downtown Los Angeles since 1972, was topped out recently. The \$110 million building is scheduled for completion in the fall of 1981.

The 890,000 sq. ft. structure will be the Southern California headquarters for Wells Fargo & Co.; Atlantic Richfield Co. will be the other major tenant.

New facilities slated for three branches

Plans are underway for new branch office facilities in Pittsburgh, Charlotte and Richmond.

The new **Pittsburgh** branch will be located in an industrial development and will be partially built into the side of a mountain. Contracts have been awarded and construction began May 5th.

Land in the Interstate Industrial Park development has been purchased for the **Charlotte** branch. Preliminary building design plans have been submitted to the branch manager for review and comment.

Johnson Controls' Los Angeles branch is currently installing all temperature controls, a JC/85/40 with more than 350 points, and a Multalarm V fire alarm system.

Who's Who on the Wells Fargo project:

Project Manager: Mark Clark
Project Engineer: Bill Carroll
Project Engineer: Dick Stroble

A 1.8 acre tract of land has been purchased for the new **Richmond** branch. The land is located in a new industrial office park development and Johnson Controls will be one of the first companies to move in.

Because of the company's dedication to energy conservation, all new branch facilities incorporate numerous energy-saving techniques. The Richmond, Charlotte and Pittsburgh facilities will have maximum southern exposures to take advantage of the solar effect. Roof overhangs will control summer heat gain and walls and roofs will be well insulated to reduce energy costs.

Midwest attains 1981 BAS goal

The Midwest region has attained their total BAS sales goal for 1981, selling the assigned number of systems in the first four months of the year. The Milwaukee branch alone sold ten systems. "Our region has been going after business in the existing building



market for the last year-and-a-half, and the efforts are paying off," said John Erickson, BAS manager for the Midwest region. Many of

the systems are JC/85/10s which means great potential for future update business. Congratulations, Midwest!

Doig to speak at Canadian energy seminar

A sweeping look at Canada's energy situation will be made by some of Canada's foremost experts on the subject during a seminar in June at the University of Toronto.

George Doig will be one of the featured speakers at the two-day seminar, entitled "energy systems planning — some critical issues."



George is vice president of Johnson Controls Ltd. and manager of our Toronto branch.

His presentation will deal with "energy management systems."

The seminar is being presented by the 46,000-member Association of Professional Engineers of Ontario in cooperation with the Canadian Council of Professional Engineers and the Engineering Institute of Canada.

Smallest branch sells Europe's first JC/85/40

Our branch office in Voorschoten, Holland, smallest of all the Controls International branches in Europe, is big when it comes to selling. Voorschoten was the first branch in Europe to sell a JC/85/40. The contract is for Holendrecht Centre, a sprawling five-building office/shopping complex currently under construction.

Product Application

VAV systems require properly sized inlet vane damper actuators

The increase in the application of variable air volume systems has generated an increase in the application of damper actuators. With this comes more instances of improperly sized actuators.

Here are some tips to help insure properly sized damper actuators.

- Obtain the torque requirements and degrees of rotation for each fan for each project **in writing** from the fan manufacturer. *Never assume that fans with the same volume will have the same torque requirements.* These vary according to the manufacturer, model, outlet velocity, fan speed, etc.
- Follow the damper actuator sizing procedure outlined in engineering report No. 526, "Inlet Vane Control for Fans," dated 0378.

If the damper actuator you have selected fails to modulate the inlet vanes, two possibilities exist:

- The inlet vanes are requiring more torque than specified. The fan manu-

facturer is then responsible for the repair of the inlet vanes or covering the costs for a more powerful actuator.

- The damper actuator is defective. It should be repalced, repaired or returned as is standard in the DMRA program.

Lomagna valves

Lomagna has informed us that as of December 31, 1981, the following valves that have 250 psi as a flange rating will be obsoleted:

V-5210, 3/4" — 2"
V-5410, 3/4" — 2"
V-5810, 3/4" — 4"

Orders for these valves will be accepted until September 30, 1981. Standard equipment will continue to carry the V-5210 and V-5410 in sizes 2-1/2", 3" and 4" (125 psi flange).

V/VB-5X10 and V/VB-5X30

Lomagna has also informed us that the V/VB-5X10 and V/VB-5X30 valves with "S-3" trim are no longer available. When ordering these valves from Lomagna, please order valves coded with either S-1, S-2 or S-4 trim. Delete the obsolete code numbers from your standard equipment book, Pages LP-13 through LP-21 and LP-27 through LP-34.

Furnas introduces new MCC for IC²

Furnas Electric Co., one of our suppliers for motor control centers for IC², has introduced a completely new motor control center, System/89. The System/89 offers features not available on the older Class 89 MCCs. These features include higher capacity main bus and bus bracing, vertical wireway doors, large nameplates and convenience features in the starter units. The new style MCC was reviewed by personnel from Field Engineering, Milwaukee and found to be of exceptional quality.

Beginning April 1, 1981, Johnson Controls' purchasing agreement with Furnas will be based on the new System/89 MCC. Pricing and technical information will be distributed to the field. Questions from branches can be directed to the local Furnas representatives or Jeff Nebel, Field Engineering.

T-2100 thermometers with capillaries longer than 25 ft.

Quite often Milwaukee receives requests for T-2100 thermometers with capillary lengths more than the 25 ft. limit listed in the standard equipment book.

These thermometers with longer length capillaries can be purchased directly from Marshalltown Instrument Company. The two styles of thermometers we purchase are their SJ-8 flush and SJ-6 surface mount. These thermometers come in standard ranges (listed below) and have the Marshalltown name printed on the face.

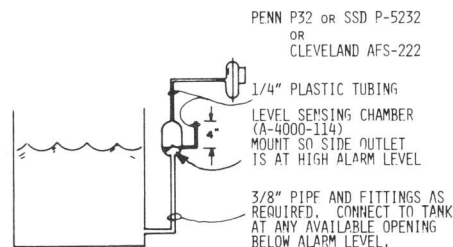
-40 to 140° F	-20 to 220° F
0 to 100° F	50 to 350° F
0 to 160° F	100 to 450° F
20 to 180° F	0 to 100° C
30 to 240° F	0 to 150° C
-100 to 200° F	50 to 250° C
-40 to 120° F	

Order thermometers directly from Marshalltown. State the style, range and element length required. The address is:

Marshalltown Instrument Company
P.O. Box 400
710 South 12th Ave.
Marshalltown, Iowa 50158
Phone: (515) 752-9299

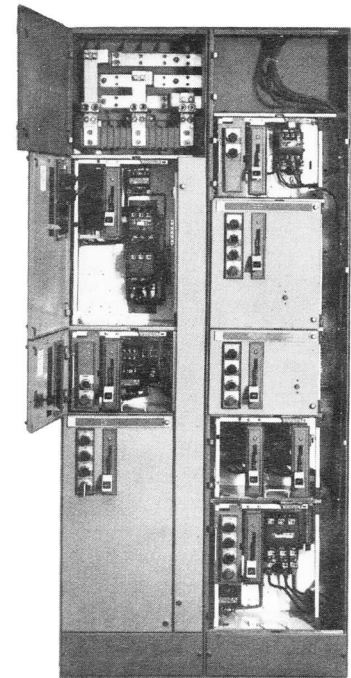
Idea of the month Binary Level Alarm

Looking for a reliable, low cost alternative to float switches? How about a level alarm on an oddly shaped tank? **Don Hinkson**, engineering and installation manager for the **Seattle** branch needed more than 30 such devices on a JC/84 installation and came up with the installation shown below.



The liquid needs to rise only 1/2-inch above the vent opening in the chamber to activate the switch. The vent tube attached to the opening will relieve the pressure to prevent rupture of the sensing diaphragm.

A \$50.00 "Idea of the Month" award will be sent to Don for submitting this idea.



Furnas System/89 Motor Control Center

Job Site Info

C-9500 Oscillation

When the C-9500 two-position cumulator was originally designed, it was intended for direct mounting to an actuator. With new applications and ideas occurring every day, new problems also occur, such as oscillation. Here are some tips that may help if you encounter oscillation.

C-9500 used with low capacity devices (C-5226)

Problem: In applications which require the C-9500 to feed Input 2 of a C-5226, the short run of tubing and small input chamber of the C-5226 can cause oscillation.

Solution: When a C-9500 feeds a small input chamber device (C-5226, P-7100) the length of tubing between the two devices must be at least:

C-9500 date coded **before** 8110
5/32" tubing, 9 ft. minimum
1/4" tubing, 7 ft. minimum

C-9500 date coded **after** 8110
5/32" tubing, 5 ft. minimum
1/4" tubing, 3 ft. minimum

Shorter tubing length in these applications can result in oscillation.

Differential Settings Under 1 Psi

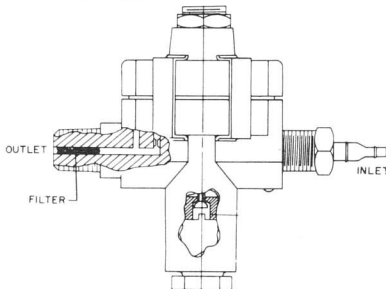
Problem: Oscillation can occur if the differential is adjusted for less than 1 psi.

Solution: Changing the set point affects the differential setting. In-

creasing the set point increases the differential and decreasing the set point decreases the differential. Readjusting the differential does not affect the set point. Adjust differential following a change in set point.

Check Filter

Problem: If the first two points have been checked and oscillation is still noted, check the location of the filter in the outlet boss.



Solution: If the filter is not flush with the outlet boss, remove the filter (a paper clip with a bent end makes a handy tool), roll the flat filter into a circular shape and insert it flush into the outlet of the C-9500 as shown. On some instruments, the filter was packed too far into the bottom of the outlet hole and interfered with the proper operation of the C-9500.

Bearing brackets in D-1300-134 blade pin extension kits

Problem: The bearing bracket in the D-1300-134 blade pin extension kit (which replaces the D-1300-105 and -113) does not align with the mounting holes presently drilled in the long "W" mounting plates of the D-251 #3 damper actuators (D-251-405, -359 and D-265-153).

Solution: Until the mounting plates are reworked by the factory to accommodate the bearing bracket of the kit, two options are available:

1) If the ductwork is rigid enough to prevent actuator movement, the short "W" mounting bracket (D-251-321) can be used.

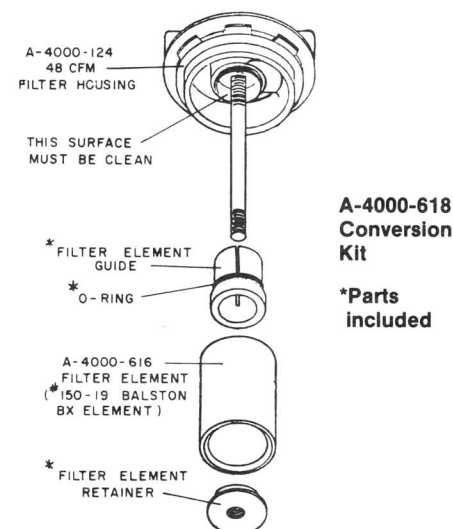
2) If the ductwork is not strong enough to support the actuator using the short bracket, the long bracket can be drilled to provide mounting of the bearing bracket (illustrated at right).

A-4000-618 conversion kit for Balston filter element

Problem: The conversion kit for adapting a Balston element (Johnson code #A-4000-616) to a Wilkerson (code #A-4000-124) 48 cfm housing will not fit.

Solution: The portion of the A-4000-124 housing where the A-4000-618 filter element guide fits *must be free of dirt or corrosion*. The filter element guide should slip into the 48 cfm housing with just a slight amount of friction to the point where the O-ring is making contact with the housing surface.

If this solution does not work, return the A-4000-618 conversion kit with the standard DMRA form.

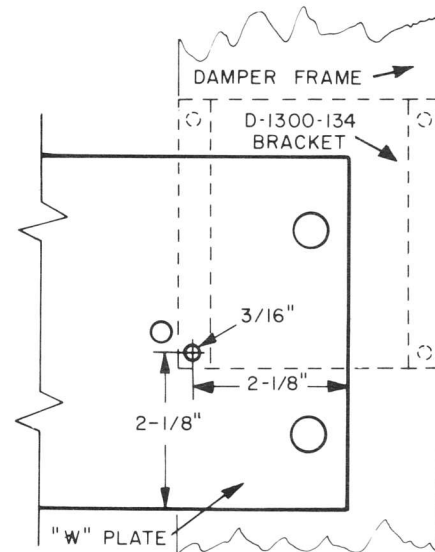


R-2080 booster relay supply air shutoff

Problem: Failure of R-2080s (cut diaphragms) have been traced to the problem of supply air shutoff.

Solution: For all R-2080 applications, the supply air input (S) connection **must always** have a pressure greater to or equal than that in the pilot connection (P).

When supply air is removed and air pressure remains in the pilot chamber, the non-balance will cause too much stress on the inner diaphragm. Constant removal of the supply air will eventually cut the diaphragm. (Note that this differs from what is illustrated in the product data sheet.)

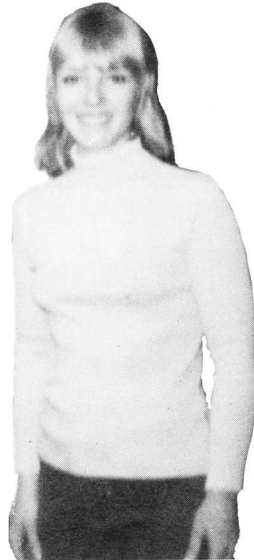


Service People

Chicago South Counterline display inspires repeat business

Best in Midwest

Joey Ruff, service sales engineer in the **La Crosse** office was honored with the Midwestern Region "CPM Salesman of the Year" award for 1980. Bob Pagliasotti, Midwest regional service sales manager, presented the award for outstanding accomplishments in the area of CPM sales. Joe's motto was "have no fear with at least a dozen a year."



Kathy Longacre has arranged the Counterline area in the Chicago South branch so that it presents an attractive and inviting array of products. In addition to Johnson products, she has included a Johnson tool kit in the display, along with gages and other

related items normally found in wholesale supply houses. Kathy reports that "since the equipment displayed is compatible with the control devices we sell, it often results in impulse buying and seems to generate repeat customers."

Mid-Atlantic service mechanics attend refrigeration seminar



Service mechanics from branches in the Mid-Atlantic region attended a two-day seminar at the Springfield Inn in Springfield, Virginia to learn more about centrifugal and absorption refrigeration system service.

The seminar was presented in conjunction with our national agreement with the Tarrant Service Agency. Joe Grom, vice president of Tarrant (shown at left) was the keynote speaker.

Our national agreement with Tarrant includes assistance with parts selection, pricing, equipment troubleshooting and backup service on all Trane HVAC equipment.

Gene Gallagher . . . Smiling in Spokane



A surprise visitor from the local "Western Onion" service was on hand to congratulate Gene Gallagher when he celebrated 30 years with Johnson Controls. Gene is the service superintendent for the Spokane branch. Thirty years ago when he began his career with our company, he

was the entire service department in Spokane. At that time he was considered a resident mechanic working for the Seattle office. When the Spokane branch opened in 1958 he became a part of that operation. To his customers, Gene is Johnson Controls.

Service PEOPLE are important

In response to a question in the energy management system survey conducted by *Energy User News* (see article on Page 1), readers said they considered *maintenance and service the most important criteria in selecting an EMS manufacturer.*

Most of the comments centered on this issue. While a number of comments dealt with the quality of service, many others involved the personalities of sales and service personnel.

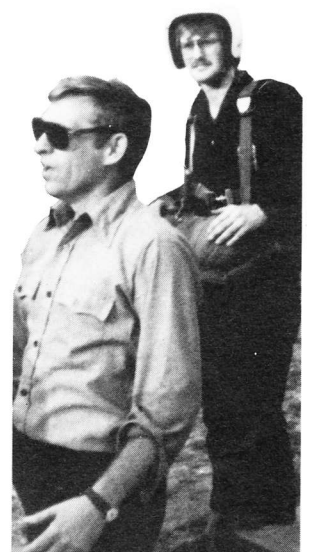
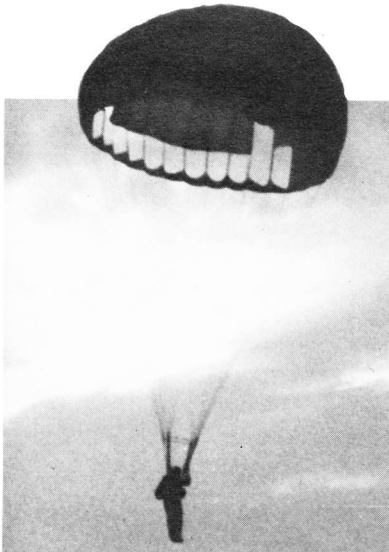
Sales and service representatives were characterized in terms ranging from "conscientious" and "reliable," to "arrogant" and "pushy."

The representatives' personalities often seemed to override the products' quality in determining readers' opinions.

Some of the comments about service from Johnson Controls included "outstanding," "well-trained personnel," "prompt response," "little or no callback," and "conscientious representatives."

One consultant who responded to the survey complained that "IBM has a very good computer, however, the representative did not know what HVAC stood for."

"Chute out" is high point in Omaha



"The Omaha branch is continually pioneering new methods of 'dropping in' on our customers and providing the most expedient service possible," says Mickey Schroeder, service sales engineer.

Actually, seven daring employees from our Omaha branch decided to try

skydiving, each for the first time. After attending an intensive training session they boarded the small plane, ascended to 3000 feet and made their jumps. Those who participated were (back row) Dave Menick, Greg Sornson, Mickey Schroeder, Billy Stouffer; (front row) John Wolken and Mark

Morris. Not shown is Mark Prohaska. All returned to earth safe and ready to try it again.

The photo at the right shows service sales manager Jim Drake acting as "field marshal" and directing ground crew operations. Mark Morris is waiting to make his first jump.

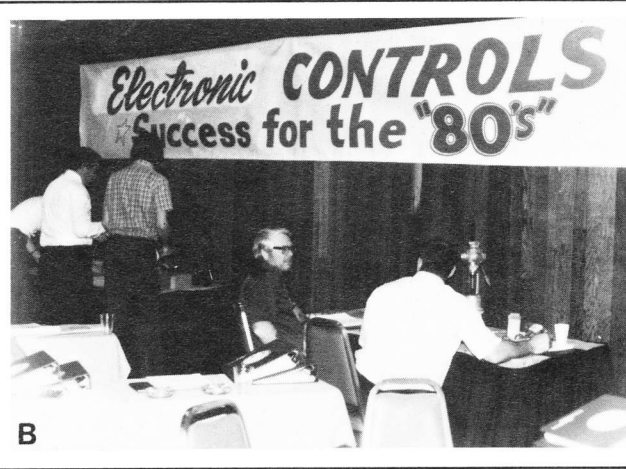
Cybertronic training deals with success

During April, salespeople representing a selected number of our branches gathered at our Dallas facility for a seminar aimed at sharpening their skills in the area of Cybertronic/electronic controls sales and application. Art Haberstroh, Dallas operations manager, and John Levenhagen, Milwaukee ATC products marketing manager, presided over the four-and-one-half day seminar, the theme for which was "Electronic Controls —

Success for the 80's." Guest instructors included Bryan Grosjean, Dallas; Jim Greevers, Field Engineering, Milwaukee, and Dick Barth, CPD, Oak Brook.

One of the highlights of the seminar was the Dallas plant tour. The attendees were impressed at how sophisticated electronic controls are becoming compared to those used in the past.

Because the demand for Cybertronic training exceeded the limits of one seminar, a second will be conducted. It will be held in Dallas during the week of July 20-24. All US and Canada branches are invited to send a salesperson to this seminar (no charge to the branches for any expenses incurred). Enrollment will be limited to 40 people. To make arrangements to attend, contact John Levenhagen in Milwaukee, phone (414) 277-4307.



(A) Ron Caffrey, SSD vice president of Marketing, gave the banquet address.

(B) Success for the 80's and the future our industry was the theme for the seminar.

(C) Branch personnel had an opportunity to assemble Cybertronic gear during a lab session.

(D) During the plant tour, attendees were shown how circuit boards look after wave soldering.

(E) Don Bowen, chief engineer at the Dallas facility, explained the operation of Cybertronic hardware.

(F) A Dallas employee (appropriately attired in a cowboy hat) explained the wire harness assembly operation.

(G) Art Haberstroh and John Levenhagen presented a "graduation" certificate to Debbie Murray, San Antonio branch.

