Gene Strehlow
14-573

MONITORING THE FIELD

January, 1972 | Issued by Field Engineering Johnson Service Co., Milwaukee, Wis. | Vol. 16, No. 1

NEW POLICY – FAN-COIL UNITS

Fan-coil unit manufacturers have, in the past, agreed to mount and wire electric devices at their factories. However, this has always resulted in confusion and considerable lost time. Because of the complexity and variations in fan-coil unit wiring, it has been agreed upon by both the unit manufacturers and the Johnson Service Company that **no electric devices** (V-24's, P-7221, P-7222, etc.) will be shipped to the unit manufacturers for factory mounting and wiring. This will now be a standard policy, subject to "special" circumstances; i.e., agreement between fan-coil manufacturer's local representative, home office and the Johnson Service Company.

"Specials" will now be handled on an individual basis and must be subjected to a "Special Engineering" backcharge to the automatic temperature control company.

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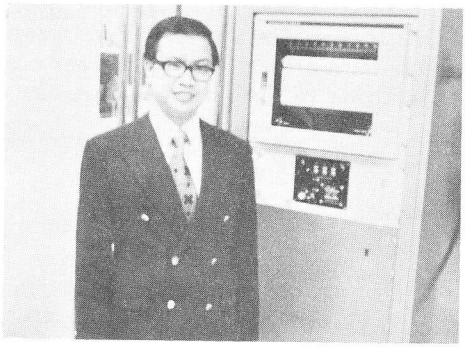

Meet Sales Engineer Eric Ho. Eric recently spent some time in Milwaukee learning all about controls and control centers. After continuing his training at Penn and the Electronics Division in Dallas, he returned to our branch in Hong Kong.

* * *

Editor's Note: As our contribution to the conservation of our natural resources and the protection of the ecology, this issue of *Monitoring The Field*, and all subsequent issues, will be printed on paper that has been manufactured from 100% reclaimed and, at one time, worthless paper. Called "Ecology" brand paper, it is made by a special process from scrap such as plastic or wax coated junked milk cartons and paper cups. After this Ecology paper has been used, it remains recyclable, putting the original fiber from pulp wood trees to use again and again.

†† IN MEMORIUM ††

Harold W. Alyea
1910 – 1972

We deeply regret to advise you of the death of Mr. Harold W. Alyea, Johnson Service Company Director of Engineering. Mr. Alyea died January 3, 1972, in an automobile accident on his way to work.

Mr. Alyea had been with Johnson Service Company in positions of increasing responsibility since 1936. He served as engineer, field technician and construction supervisor until 1939, when he became sales engineer in charge of the Houston Branch Office. Following additional branch office service in Cincinnati until 1943, he was brought to Milwaukee and appointed a development engineer to bolster the home office Engineering Department. He organized the Field Engineering Department and was named Chief Field Engineer in 1949.

He served as Director of Engineering since 1958. In this capacity, he had authority over all engineering functions within the Company, and was active in the development and improvement of the whole spectrum of Johnson products.

Mr. Alyea was a graduate of the University of Wisconsin, a Professional Engineer in the State of Wisconsin and very active in ASHRAE and the industry. He wrote many technical papers and spoke to professional and student groups. He was active at both the national and local levels of ASHRAE, serving on many committees and as an officer. As an expression of their respect for his contributions, ASHRAE presented him with the Distinguished Service Award in 1967. He was also a member and served as director of the Engineers' Society of Milwaukee.

Our sincerest sympathies are extended to his wife Helen and to his six children. We will truly miss this exceptionally fine engineer who was an inspiration and a personal friend to many.

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HUGH ALEXANDER RETIRES

Mr. Hugh Alexander, Regional Engineer for the Southwest Region with headquarters in Dallas, has retired after nearly 44 years with Johnson Service Company. Mr. Alexander's years with Johnson equal more than one-half of the company's 86 year history.

Hugh earned a B.S. degree in Mechanical Engineering from the University of Illinois. In 1928 he started with the company as a sales engineer in our Buffalo Office. After gaining experience, he was transferred to the Indianapolis Office in 1938.

In 1948 he moved to Dallas and was appointed Manager of the Dallas territory. In 1960 he became Regional Engineer for the entire Southwest Region, a position he held until his retirement.

Hugh and his wife Marion will continue to reside in Dallas. They plan to take life easy and play as much bridge as possible. We all join in wishing the Alexanders "many golden years of retirement."

"$UCCE$$ I$" T O R I E $

. . . by and for the Johnson SERVICE Organization.

* * *

To start the new year out we'd like to share with you this letter received from our **London, Ontario** Branch Office Service Sales Department.

JOHNSON CONTROLS LTD. INTER-OFFICE

SUBJECT SUCCESS IS - MONITORING THE FIELD

FROM CAL WITHERS, LONDON, ONT. DATE Dec. 1/71

TO GEORGE MAXWELL - MILW. 8-310

I have been re-reading the above noted article in the August 1971 addition and decided to drop you a line and tell you what the London branch is doing in the way of expanding it s service capabilities.

I have one word to describe the new capabilities that I have to sell to my customers -"exciting." Total maintenance is the answer we have been waiting for - for a long time. It is the great peak "evener outer," that will allow us to smoothly expand our service force without worrying about the off season. Weekly and monthly inspections as well as the almost limitless mechanical service work we can perform will do this for us. It used to be that we would approach a customer with a controls only proposal and if we "struck out," that was it. The picture has changed and now we can promote a lot of services and stand a good chance of obtaining an order for it.

In the London branch we are getting involved in many duties almost entirely unrelated to control systems, but which are charged out to the customer at the prevailing service rates. An example of this is the work we are doing for a local brewery. In addition to our total maintenance contract, we are doing building relamping, sanitary plumbing and are engaging local contractors with a markup added on, to pump out sewage from sump pits, reflash leaking roofs and many others.

The biggest thing that I have noticed is the increase in dollar volume that total maintenance has produced over 1970. I am sure that the other service salesmen if they haven't tried total maintenance already, will enjoy themselves - so I would advise them to come in and get their feet wet.

Cal Withers,
London Office

Approximately one month after entering the filter business, the **Hartford Office** secured an order in excess of $2900 – from ONE customer!

Although Dick Neilson initiated and quoted on the order, it was **Serviceman Tom Oppelt** who locked it up at *a preferential price over competition*. In addition to the material sale, the media will be changed throughout the year. Great job, **Tom**!

* * *

How about this! Repair parts for T-400's totaling $40,000 were sold to the Denver Public School System by **Bob Pagliasotti**, Service Sales Manager in our **Denver Office**. Congratulations for a great EFFORT.

* * *

Service Salesman **Frank Hoschett, Chicago Office**, recently closed a contract for Reavis High School in Stickney, Illinois. The contract to repair 25 Herman Nelson unit ventilators included not only the controls, but also the physical repair of the unit vents. Frank replaced squirrel cage fans, heating coils, fan motors, three-speed switches, filter and grills. And, he used Johnson filters!

* * *

Joe Budeslich, Serviceman in our **Des Moines Office**, showed how an ordinary service call can grow into a $7500 order. Joe was summoned to Lamoni High School to solve some heating problems. Following up Joe's suggestion, Service Salesman Ron Gray sold all new valves and thermostats. While doing the work, Joe sold them a new unit heater, installed it, and relocated their condensate pump. On top of all this, he sold some radiation plus controls. SUCCESS IS . . . .

CONSTRUCTION NEWS

1-72

IDEA OF THE MONTH

Pilot Light Lamp Removal

The lamps in the Sylvania pushbutton pilot lights (furnished by the panel Division, Poteau) can be difficult to remove using only your fingers. A $20.00 award was sent to **Gene Wilson, Salt Lake City**, for offering a solution. Use the Rubber Sealing Cup for 1/4" tubing (F-1000-4, Page CM/3). Just push the cap over the lamp and pull. Gene says a short length of 3/8" O.D. plastic tubing is also effective.

* * *

GOVERNMENT USE OF POLY TUBING

The table below contains a summary of government specifications on use of polyethylene tubing.

AGENCY	SPECIFICATIONS	BLACK POLY TUBING ALLOWED
GSA	PBS:4-1595 Dated Sept. 1970	Behind panels, in lay-in ceilings and locations where easily accessible for replacement.
VA	H-08-1 Dated Oct. 1968	Behind panels, and locations that are accessible for replacement.
Army	CE301.38 Dated Sept. 1968	
Navy	NAVFAC Guide Spec 58Y Dated 1971	
Post Offices and Most Other Agencies		Rely on Architect's and Engineer's Recommendation

As can be seen, all the specifications are written to allow the use of polyethylene tubing the same as most Architect's and Engineer's specifications throughout the country are written. Therefore, if in a certain area there is more resistance to it, it is due to the local district or regional offices of these agencies and an effort should be made to re-educate them to the guide specs they should be following. If an A & E designs a job and does not allow any plastic on the verbal recommendation of the government agency involved, then there is not much we can do to fight this situation unless it is to get to these agencies again and educate them for future jobs.

* * *

Construction News is contributed by the Central Construction Department and all correspondence concerning it should be directed to Clyde Frampton, 8-383, Milwaukee.

SPOTLIGHT ON CONSTRUCTION

Arthur Carman, Construction Supervisor United Kingdom

When Arthur Carman joined the company in England ten years ago, Johnson Controls Ltd. had only recently arrived in London. At that time there was no installed control industry in Britain as there was in America and it was necessary to sell not only an unknown product, but a whole new concept.

Art has been Construction Supervisor for the United Kingdom from the time he started with Johnson. He has built a first class team of twenty-six installation mechanics and electricians who have installed Johnson controls throughout England, Scotland, Wales and Ireland. Art has also supervised the installation of Johnson controls on overseas projects in Barbados and Ethiopia, and the marine installation of Johnson controls for the Queen Elizabeth II.

According to Art, fundamental construction techniques are about the same in the U.S. and U.K. (Art bases his comparison on the time he spent training in the Baltimore Office.) The one big advantage U.S. branches have is longstanding relationships built up with contractors. Although it has taken time to win this confidence, "Johnson Control Systems U.K." are now an established and competitive force.

Visiting job sites takes up most of Art's time and he has found his major obstacle to be educating heating contractors so they will have a better understanding of our type of work, especially concerning the correct economical starting point and progression of a job.

Art has 15 years of experience as a pipefitter, welder and foreman in the heating and ventilating industry. He also worked on various oil refining and power station projects in the United Kingdom. He is a member of the London Pipefitters Union (45231 Stoke Newington Branch).

After attending schools in London, Art served four years with the Royal Marines. He and his wife have two children. Saturday football and Sunday swimming and sea fishing with his 12 year old son Keith occupy his weekend time.

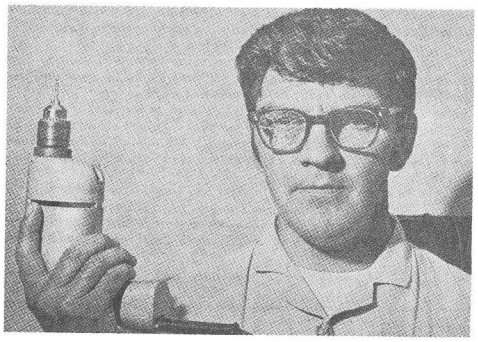
Congratulations to **Andre Mattei**, foreman in our **Brussels, Belgium** Office. Andre is one of the first of our European personnel to receive the Johnson Service Co. 10 Year Loyalty Award.

* * *

SAFETY FIRST!

Last year a whopping **one-third** of all work-related injuries to Johnson Service Company personnel occurred to the eyes. Following close behind were hand and back injuries.

The trouble with most of us is that we tend to take our health for granted – until tragedy strikes. Don't be one of those who had to learn the hard way.



This lucky individual (who shall remain anonymous) was spared serious injury only because he wore his safety glasses. He was drilling sheet metal duct with a 1/4" electric hand drill when suddenly the bit snapped and struck his safety glasses. If the safety lens hadn't absorbed the impact, he might have lost his right eye.

* * *

TOOL TALK

Here are some helpful hints to keep in mind when **drilling with masonry bits.**

When drilling hard material, it is extremely important to use as constant a pressure as possible on the motor. When drilling into very hard material use a drill motor with 300 to 500 rpm. The 3/8" X-100-2 is a variable speed drill with 0 to 1000 rpm and the 1/2" X-100-3 is a single-speed drill with 600 rpm.

On very hard materials, examine drill bits to determine whether the bit requires resharpening. If it does, resharpen used bit or replace with a new bit. Drill bits usually break when they become dull and overheated. Many discarded bits could have been used many times over if they had been resharpened at the first sign of dullness.

Drill bit life is extremely shortened if used in the wrong drilling tool.

Rotary masonry bits with fluted shanks (on Page CT/22) are to be used in rotary drills only.

Percussion bits with flat shanks (on Page CT/23) are for use in hammer drills only.

EFFICIENCY IS . . .

. . . JOB SITE TO OFFICE COMMUNICATIONS

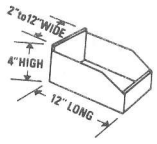
To provide direct job site to office communications, our **Columbia, South Carolina** Office has taken advantage of a simple service available from the Telephone Company.

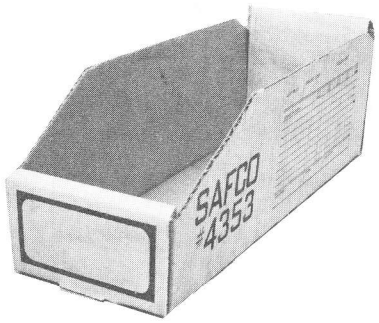
On larger jobs, a pay telephone was installed in our storage facility (trailer or shack) for the use of Johnson Service Company personnel only. A roll of dimes was also provided. The cost of this service from the Telephone Company (in Columbia) amounted to $8.00 a month. Each month the sum of the dimes deposited in the coin box was deducted from the $8.00 fee. Simple arithmetic indicated whether or not the dimes were being misused.

Since many conversations are confidential and can become lengthy, and since on many occasions other phones are not readily available, it may be worthwhile for other branches to investigate. If your office has a special method or system of communicating between job site and office, let us know so we can pass the information along.

* * *

HANDY-BIN ORGANIZERS





Make sure your small parts and fittings are organized! Safco Products Company has cardboard boxes to fit the trays in the S.E.T. Project Tool Box and other stock shelves (*Construction News*, September, 1970). Exact measurements are 4" (W) x 12" (D) x 4" (H).

To order organizers to fit the S.E.T. tool box, use Model No. 4353 ($16.50/100). Order in full carton quantities only, from the **E. G. Artz Co., 4275 North 127th Street, Brookfield, Wis. 53005.** The complete line of 12" series boxes is shown below. All prices are FOB Brookfield, Wisconsin.

Model No.	Outside Dimensions W x D x H	Qty. Per Carton	Lbs. Per Carton	PRICE PER 100
4351	2" x 12" x 4"	100	16	$14.00
4352	3" x 12" x 4"	100	21	15.00
4353	4" x 12" x 4"	100	22	16.50
4354	6" x 12" x 4"	100	26	18.50
4355	8" x 12" x 4"	100	30	22.00
4358	9" x 12" x 4"	100	33	23.00
4356	10" x 12" x 4"	100	36	23.00
4357	12" x 12" x 4"	100	39	25.00