

# NADCA **Ductales**

Vol. 35, No. 6 • November/December 2023

# 2023 **BUYERS GUIDE**

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Germicidal UV Lights Could Be Producing Indoor  
Air Pollutants, Study Finds

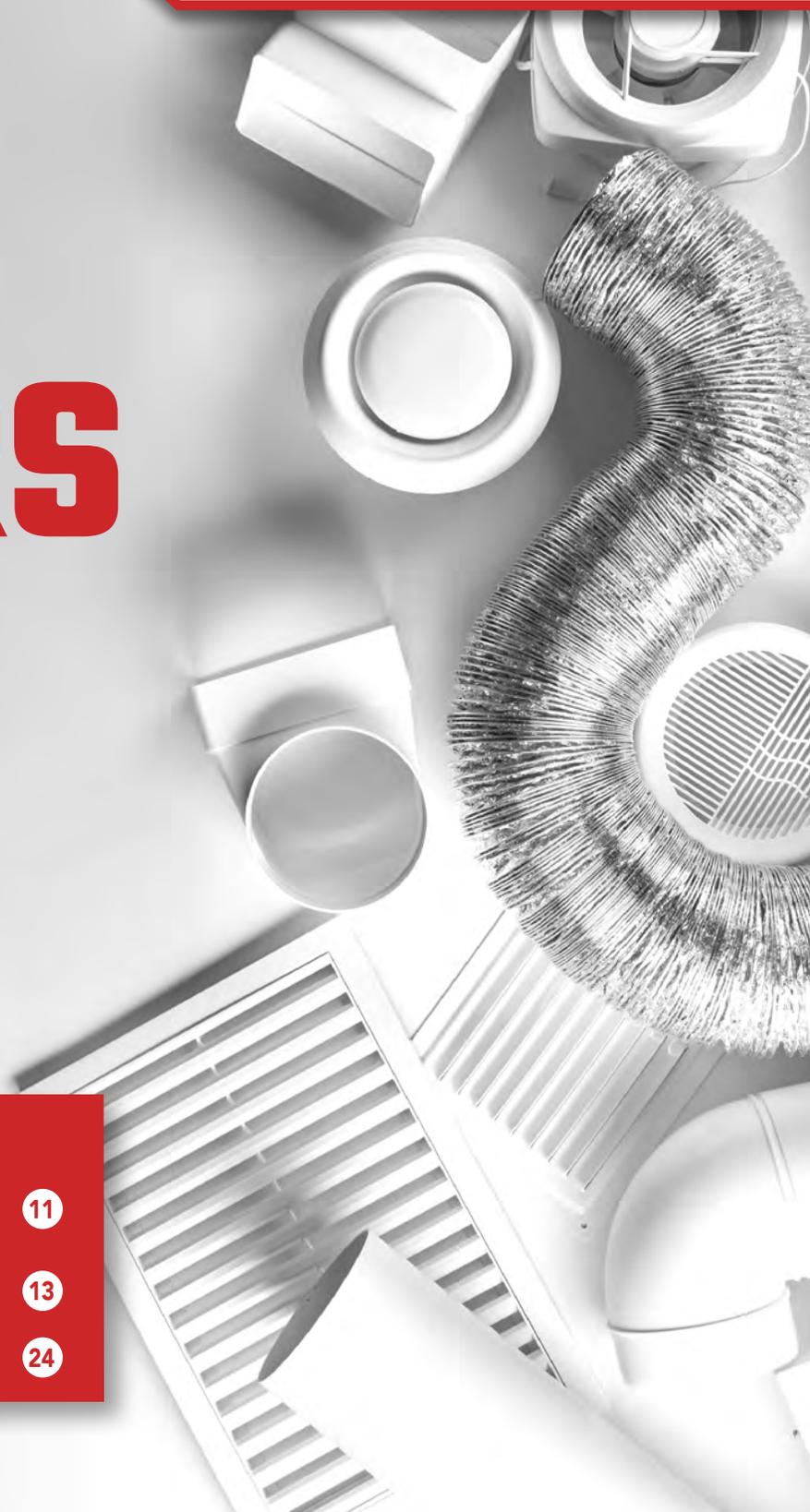
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DucTales Magazine is published six times annually. NADCA annual dues include a paid subscription to DucTales. Yearly subscriptions to DucTales are available for \$50.

The National Air Duct Cleaners Association (NADCA) prints DucTales Magazine to provide its members and the HVAC system cleaning industry with a forum for the discussion of topics of interest. To that end, NADCA tries to include within DucTales a wide range of ideas and opinions. The ideas and opinions expressed by the authors who write articles for DucTales, however, are solely the views of the person expressing them, and do not necessarily represent the views, positions or policies of NADCA, its members, or its officers, directors or staff. NADCA is not responsible for claims made in advertisements. NADCA does not endorse any particular manufacturer or supplier of equipment, chemicals or related products, nor any particular model of equipment.

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## What Is NADCA Doing About This?

By April Yungen, ASCS, CVI

Did you see the segment *60 Minutes* aired October 29 on indoor air quality (IAQ)? If you haven't viewed it, you should. As a member of NADCA, and a duct cleaner for decades, it is clear to me that they missed a key component of IAQ. I wonder why something that is so obvious to thousands of duct cleaners is often overlooked in the IAQ industry? You may be asking "what is NADCA doing about this?"

NADCA is building partnerships and relationships with other organizations, government task forces and through public outreach. Here is a snapshot of the current initiatives NADCA is working on.

### American Lung Association Partnership

This is the newest partnership in NADCA's toolbox. NADCA is meeting with stage legislators to work on getting ASCS and/or CVI specified in new government regulations and standards/guidelines. Subject matter experts are also meeting with healthcare industry leaders to highlight the importance of duct cleaning in the IAQ conversation.

NADCA is also establishing a grassroots consumer marketing initiative in local communities to demonstrate the need for duct cleaning and the importance of hiring a NADCA member. This

effort will focus on the Breathing Clean initiative in underserved and hurricane/storm ravaged areas. Watch for more on this partnership in 2024.

### Commit to Care

Commit to C.A.R.E. strives to make the built environment and people in them safer from the spread of infectious diseases. They believe in awareness, advocacy and action. Commit to C.A.R.E. provides reliable resources regarding infectious disease transmission. They share safe and practical action plans and recommendations to prevent the transmission of infectious diseases, making the built environment safer.

AIHA, IBEC and NADCA have partnered to offer an exclusive opportunity for NADCA members to advertise on Commit2CARE.org. Promote your product or service to help small businesses improve the quality of their working conditions. You'll help protect their workers, suppliers, and clients from the health hazards attributed to airborne transmitted diseases.

### White House Council on Indoor Air Quality- Clean Air in Buildings

NADCA has its CEO and two sitting board members participating in this council which is working to set guidelines and standards for indoor

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air quality. Most importantly, having air duct cleaning included as part of the system that needs attention to mitigate contaminants - is top of mind for our council members. Participants on this council include the EPA, CDC, DOE and other federal agencies. The intended consequence of being front and center, in addition to the obvious, is convincing the EPA to rescind or update the infamous letter from the 1990's.

### **IBEC and NADCA**

IBEC is The Integrated Bioscience and Built Environment Consortium, and they are currently working to develop the Operational Framework for Reducing Indoor Pathogen Transmission Research and Standards and NADCA has three representatives participating on this Working Group.

### **EVHA and NADCA**

NADCA and The European Ventilation Hygiene Association (EVHA) have been meeting to discuss the best way to collaborate and provide support for each other's efforts in Europe and beyond. The partnership is still in development.

### **The AIA and NADCA**

NADCA's board will be considering the option to serve as a continuing education provider for the American Institute of Architects. This will expand NADCA's reach and support the efforts of the Standards and Specification Marketing Manager who is working to ensure all architects, engineers and facility managers are aware of the General Specification document and employ it on every bid spec.

Now, back to the *60 Minutes* segment. NADCA will contact the researchers

and scientists to educate them on our industry and the role HVAC cleaning and restoration plays in IAQ. We will help them to understand that ducts and components free of dirt and debris will move more air and because of this, air changes will increase. We hope that through this education they will look to explore the impact of duct cleaning and partner with NADCA, or at a minimum endorse NADCA and its members.

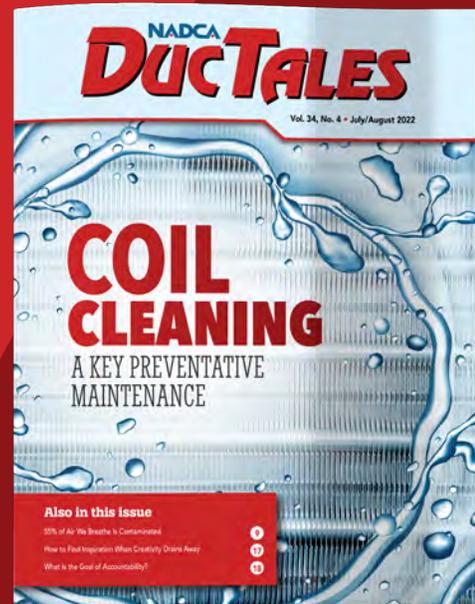
If you ever run across someone or an organization who you feel could benefit from this outreach and education, or a partnership with NADCA, bring it to the attention of someone on the board or a staff member. Together we can make HVAC cleaning and restoration a part of the IAQ conversation. ●

# BE FEATURED IN **DucTALES!**

*DucTales* is seeking submissions from members and industry experts for publication in future issues of the magazine.

#### ARTICLES MAY BE ABOUT:

- An experience in the field
- How you've grown your business
- Tips for other business owners
- Practical tips, tricks and guides for other indoor air quality professionals
- Technology reviews
- Training opportunities
- ... and more!



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## Trust Is the Cornerstone

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By Jodi Araujo, CEM; Chief Executive Officer

*"Consumer trust is the currency of business."*

— MONIKA SAHA

In the competitive world of service-based businesses, trust is the cornerstone of success. For a small air duct cleaning business, gaining and maintaining consumer trust is crucial. When customers trust your company, they are more likely to choose your services, recommend you to others and become loyal clients. Here are some essential strategies to help your small duct cleaning business build consumer trust.

Transparency is key. Be honest about your pricing, services and any limitations. Provide clear and detailed information about your cleaning processes, the equipment you use, and the expected results and document it in your scope of work before the customer signs off and you begin the work. Educate your customers about the importance of air duct cleaning and the benefits it provides. Offering advice on maintenance and regular cleaning schedules shows that you care about their well-being and long-term satisfaction.

Ensure that your business and technicians are trained and certified. If the Authorities Having Jurisdiction require a license, this is a must. Operating without a license not only puts your own company at risk, legally and otherwise, but it tarnishes the industry. These credentials demonstrate your expertise and commitment to delivering high-quality service. Display your certifications prominently on your website, marketing materials, and at your physical location to reassure customers that you meet industry standards. Remember, NADCA provides digital copies of your ASCS, CVI and membership badges, all of which come with a real-time verification option. Promote this to your customers,

use the badges and encourage your clients to verify your credentials and those of any competitors they may be considering during the selection process.

Consistently providing high-quality service is one of the most effective ways to build trust. Train your technicians to follow ACR, The NADCA Standard and to use the right tools for the job. Encourage them to pay attention to detail and take pride in their work. Happy customers are more likely to trust and recommend a business that consistently delivers excellent results.

Effective and timely communication is a trust-building tool. Respond

promptly to customer inquiries, address concerns, and keep customers informed throughout the cleaning process. Clear and polite communication shows that you value your customers and their satisfaction. Ensure that your technicians are savvy enough to engage with customers and have the answers they need at their fingertips.

Maintain a professional appearance and demeanor at all times. Uniforms, company vehicles and a clean workspace all contribute to a professional image that instills confidence in your customers. Be punctual, respectful and courteous when interacting with clients.

Politely ask your satisfied customers to leave positive reviews and testimonials on your website, social media, and review platforms like Google, My Business or Yelp. Potential customers often rely on the experiences of others when choosing a service provider. Positive reviews and testimonials serve as social proof and build trust in your business. Participate in local community events, sponsorships or charity activities. Being a visible and supportive member of the community can enhance your business's reputation and trustworthiness.

Building consumer trust for your air duct cleaning business is a continuous effort that pays off in customer loyalty

and positive word-of-mouth. By focusing on transparency, certification, quality workmanship, customer feedback, guarantees, communication, professionalism, education and community involvement, you can establish a reputation as a reliable and trustworthy service provider in the industry. These strategies will not only attract new customers but also foster long-term relationships and business growth. ●

## INDUSTRY CALENDAR



### 2024 AHR EXPO

January 22-24, 2024 • Chicago, Illinois



### NADCA'S 35TH ANNUAL MEETING & EXPOSITION

March 4-6, 2024 • Las Vegas, Nevada



### EIA 2024 NATIONAL CONFERENCE & EXHIBITION

March 16-20, 2024 • San Diego, California



### RIA 2024 INTERNATIONAL RESTORATION CONVENTION & INDUSTRY EXPO

April 8-10, 2024 • Dallas, Texas



### 2024 ASHRAE ANNUAL CONFERENCE

June 22-26, 2024 • Indianapolis, Indiana



### 2024 FALL TECHNICAL CONFERENCE

September 6-8, 2024 • Durham, North Carolina



## Investing in Education in the New Year

By Caitlin McWilliams, NADCA Executive Director

**A**s the year comes to an end and you start to prepare for 2024, where does continuing education fall on your list of priorities? Does it even make the list?

In the spirit of growth, prioritizing continuing education is a strategic move that can empower you and your staff with the knowledge and skills necessary to navigate the challenges and opportunities that the new year brings.

Luckily, it doesn't require a big investment when it comes to time or money.

When was the last time you took a look at the on-demand webinars that are available to you as a NADCA member? These webinars provide easy to access content that can be viewed on your computer, tablet, or

mobile device and the best part is, each session is typically one hour. The fee is minimal with a maximum return on investment: you're sharpening your skills and knowledge to continue to provide the best service possible to your customers and the added benefit is that most of NADCA's webinars offer CECs toward your ASCS renewal.

In addition to the technical topics, NADCA has a variety of business-related webinars as well. While these webinars do not come with CECs, they are free to members. Topics include:

- 15 Tips to Launch your HVAC Cleaning Business to the Next Level
- Protecting Your Business Identity
- Seasonal Advertising
- The Small Business Guide to Search Marketing

Did you know that you also have access to hundreds of professional and motivational speakers through the NADCA member benefit, Seminars OnDemand? The platform showcases a library of content focusing on ways to increase sales, boost productivity, and enhance your leadership skills.

Committing to focusing on continuing education doesn't have to be just another thing on your to-do list. It can be an opportunity to round up your team for an in-office monthly training session that includes all of your technicians. Showing your staff that you are invested in their professional growth gives them the motivation to continue to represent your company in the best way possible while out on the jobsite. ●



**Start your continuing education strong in 2024!**

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# WHERE TECHNOLOGY MAKES THE DIFFERENCE A HELPING HAND FOR ALL YOUR DUCT CLEANING PROJECTS

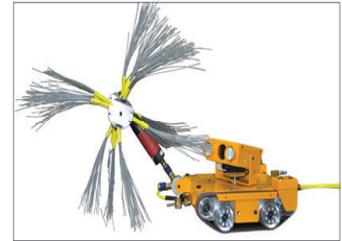


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# IN BRIEF

## SOUTH CAROLINA

Greensburg Salem will tap pandemic recovery funding to restore and expand air conditioning at three of its schools, at a cost of close to \$1.7 million. District officials are also considering other capital improvements that could be made with about \$2 million in remaining money from the Elementary and Secondary School Emergency Relief (ESSER) program. Those dollars are to be spent by January 2025. The school board this week awarded a \$1.6 million mechanical contract for HVAC upgrades at the high school and Nicely and Metzgar elementary schools.

## CALIFORNIA

A recent study by YourIAQ analyzed the largest 100 metropolitan statistical areas (MSAs) based on the 2020 U.S. Census data to identify cities with the worst indoor air pollution. The study considered factors such as particulate matter, humidity, forest fires, vehicle exhaust, pollen, and industrial pollution. Additionally, growth rates and development practices were evaluated to gauge the overall pollution probability. The findings revealed that cities with rapid growth and abundant sunshine, especially in the south and southwest, are more prone to air pollution. The top 10 includes: Cape Coral, Florida; Orlando, Florida; Dallas, Texas; Stockton, California; Bakersfield, California; Tulsa, Oklahoma; Phoenix, Arizona; McAllen, Texas; Oklahoma City, Oklahoma; Houston, Texas.

## SWITZERLAND

A dearth of data and low public awareness of the presence of pollutants in the indoor air we breathe are the greatest impediments towards making spaces more healthy, experts said at the first World Health Organization/Europe Indoor Air Conference. The conference was the first-ever WHO event focusing on the wide range of indoor air pollutants that can affect the health of people in modern homes and buildings. The conference went beyond long-discussed issues of indoor air pollution from coal and biomass heating and cooking systems, which are a major issue in many low and middle-income countries. WHO's European Region was the first to issue a number of guidelines relating to indoor air pollutants other than cooking smoke. More recently, WHO issued global guidelines for ventilation to reduce virus transmission, including the COVID-19 virus, SARS-CoV2.

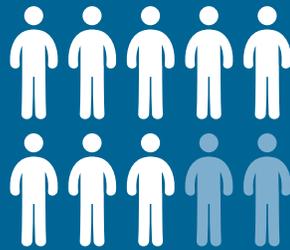
## UNITED KINGDOM

UK residents have spoken in regards to their desires for better indoor air quality. According to Honeywell's latest Building Occupant Survey Report, a whopping 82% of respondents from the UK claimed to have higher indoor air quality (IAQ) expectations for their workplaces, than they did three years ago. What's more, one in five respondents said that they would find a different job if their employer didn't maintain healthy IAQ levels, signaling a global change of mindset when it comes to indoor air quality expectations.

# National Poll Highlights *Overwhelming Parental Concern* about School Shutdowns due to Heat or COVID-19

95%

of parents emphasize the importance of indoor air quality in schools



8 in 10

parents are concerned about their child's school closing due to air quality issues

A new survey of 1,544 respondents reveals 95% of parents emphasize the importance of indoor air quality in schools, while 78% worry about school closures due to heat, pandemics and wildfires.

Attune (formerly Senseware), a leading indoor air quality monitoring company, released today new national poll data revealing that 95% of parents believe it is important to know the indoor air quality conditions in their child's school, with 73% indicating that it is

very important. Among these concerns, nearly 8 in 10 parents are concerned about their child's school closing due to air quality issues such as heat, COVID-19, wildfires or other outbreaks.

These concerns are even greater among parents with a child in preschool or daycare: 82% report being very concerned about their child's school closing as a result of poor indoor air quality.

"After a summer filled with wildfire smoke, and as COVID-19 hospitalizations are rising once more,

it's clear that monitoring indoor air quality is an essential part of student wellness," said Serene Almomen, CEO and Co-Founder of Attune. "This data offers insight into how serious monitoring indoor air quality is for parents, and gives us perspective into how we can ease parents' minds."

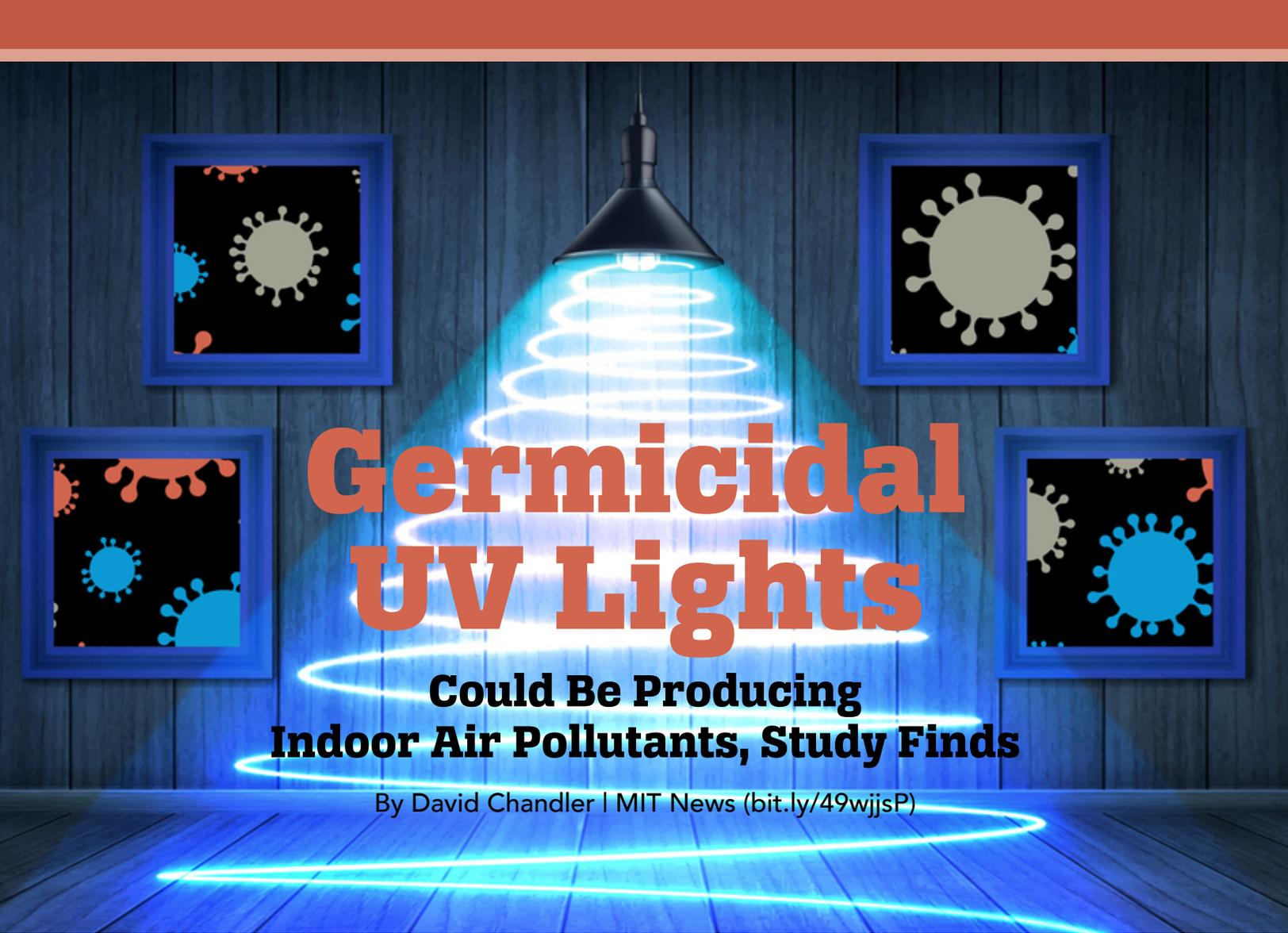
Access to healthy indoor air quality is not equal, with students in low-income and underserved communities often experiencing worse air quality conditions. As such, the poll asked three questions and categorized weighted and unweighted answers by region, age, gender, ethnicity and if the respondent had any children.

"Students of all communities cannot afford another prolonged shutdown, and improving indoor air quality conditions is a necessary first step to ensuring students stay in the classroom," said Julien Stamatakis, CTO and Co-Founder of Attune. "Armed with the data IAQ monitors provide, school leaders can accurately determine if and when closures are necessary and provide parents and students with the transparency they want to ease their worries over the air their child is breathing."

“

**After a summer filled with wildfire smoke, and as COVID-19 hospitalizations are rising once more, it's clear that monitoring indoor air quality is an essential part of student wellness.**

”



# Germicidal UV Lights

## Could Be Producing Indoor Air Pollutants, Study Finds

By David Chandler | MIT News ([bit.ly/49wjjsP](https://bit.ly/49wjjsP))

José-Luis Olivares, MIT; iStock

**W**hile useful for killing pathogens including SARS-CoV-2, the lights may cause unwanted chemical reactions and should be used with ventilation, researchers say.

Many efforts to reduce transmission of diseases like COVID-19 and the flu have focused on measures such as masking and isolation, but another useful approach is reducing the load of airborne pathogens through filtration or germicidal ultraviolet light. Conventional UV sources can be harmful to eyes and skin, but newer sources that emit at a different wavelength, 222 nanometers, are considered safe.

However, new research from MIT shows that these UV lights can produce potentially harmful compounds in indoor spaces. While the researchers emphasize that this doesn't mean the new UV lights should be avoided entirely, they do say the research suggests it is important that the lights have the right strength for a given indoor situation, and that they are used along with appropriate ventilation.

### The Findings

The findings are reported in the journal *Environmental Science and Technology*, in a paper by recent MIT postdoc Victoria Barber, doctoral student Matthew Goss, Professor Jesse Kroll, and six others at MIT, Aerodyne Research, and Harvard University.

While Kroll and his team usually work on issues of outdoor air pollution, during the pandemic they became increasingly interested in indoor air quality. Usually, little photochemical reactivity happens indoors, unlike outdoors, where the air is constantly exposed to sunlight. But with the use of devices to clean indoor air using chemical methods or UV light, "all of a sudden some of this oxidation is brought indoors," triggering a potential cascade of reactions, Kroll says.

Initially, the UV light interacts with oxygen in the air to form ozone, which is itself a health risk. "But also, once you make ozone, there's a possibility for all these other oxidation reactions," Kroll says. For example, the UV can interact with the ozone to produce

compounds called OH radicals, which are also powerful oxidizers.

Barber, who is now an assistant professor at the University of California at Los Angeles, adds, "If you have volatile organic compounds in the environment, which you do basically in all indoor environments, then these oxidants react with them and you make these oxidized volatile organic compounds, which in some cases turn out to be more harmful to human health than their unoxidized precursors." The process also leads to the formation of secondary organic aerosols, she says. "Again, this stuff is harmful to breathe, so having it in your indoor environment is not ideal."

The formation of such compounds is particularly problematic in the indoors, Kroll says, because people spend so much of their time there, and low ventilation rates can mean these compounds could accumulate to relatively high levels.

## The Experiments

Having studied such processes in outdoor air for years, the team had the right equipment in hand to observe these pollution-forming processes indoors directly. They carried out a series of experiments, first exposing clean air to the UV lights inside a controlled container, then adding one organic compound at a time to see how they each affected the compounds that were produced. Although further research is needed to see how these findings apply to real indoor environments, the formation of secondary products was clear.

The devices that make use of the new UV wavelengths, called KrCl

excimer lamps, are still relatively rare and expensive. They're used in some hospital, restaurant, or commercial settings rather than in homes. But while they have sometimes been touted as a substitute for ventilation, especially in hard-to-ventilate older buildings, the new study suggests that's not appropriate. "Our big finding was that these lights are not a replacement for ventilation, but rather a complement to it," says Kroll, who is a professor of civil and environmental engineering, and of chemical engineering.

Some have proposed that with these devices, "maybe if you could just deactivate the viruses and bacteria indoors, you wouldn't need to worry about ventilation as much. What we showed is that, unfortunately, that's not necessarily the case, because when you have less ventilation, you get a buildup of these secondary products," Kroll says.

He suggests a different approach: "There may be a sweet spot in which you're getting the health benefits of the light, the deactivation of pathogens, but not too many of the disbenefits of the pollutant formation because you're ventilating that out."

## Results So Far

The results so far are from precisely controlled lab experiments, with air contained in a Teflon bag for testing, Barber points out. "What we're seeing in our bag is not necessarily directly comparable to what you would see in a real indoor environment," she says, "but it does give a pretty good picture of what the chemistry is that can happen under radiation from these devices."

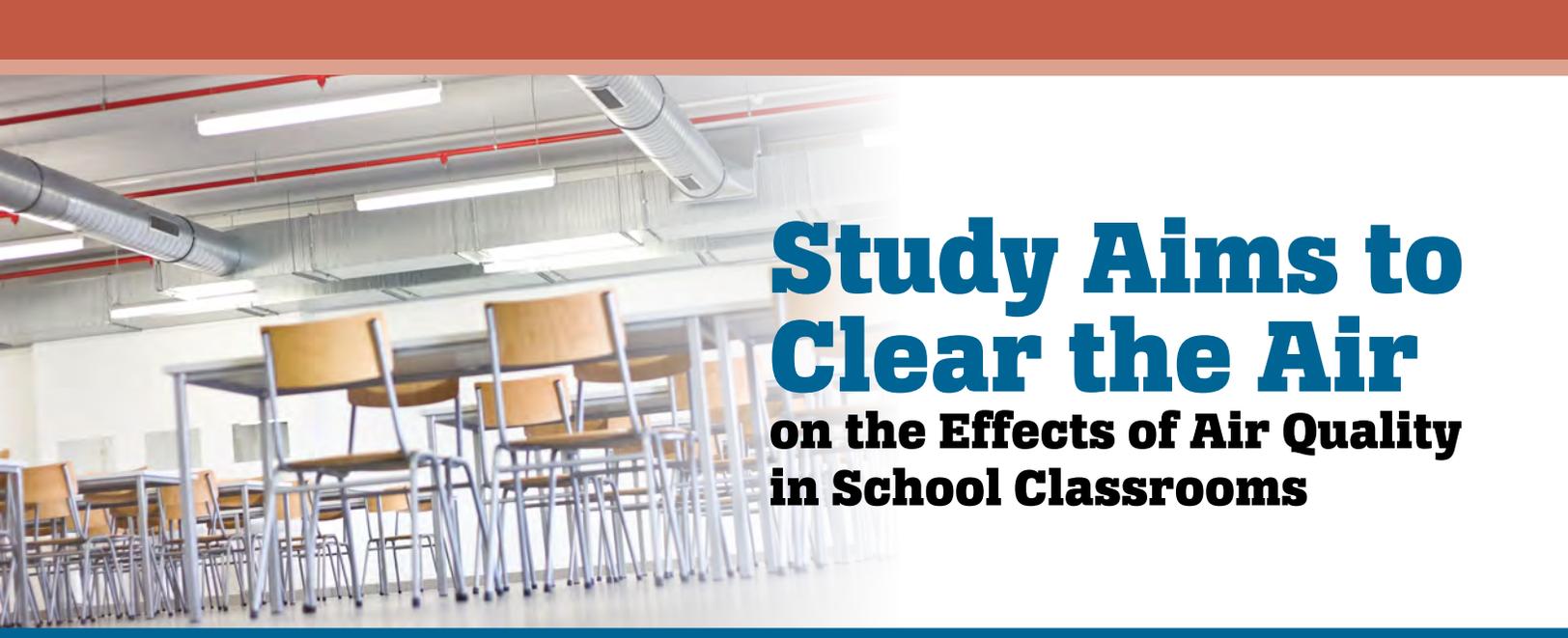
Goss adds that "this work allowed us to validate a simple model that we could plug in parameters to that are more relevant to actual indoor spaces." In the paper, they use this information "to try to apply the measurements we've taken to estimate what would happen in an actual indoor space." The next step in the research will be to attempt follow-up studies taking measurements in real-world indoor spaces, he says.

"We've shown that these are a potential concern," Kroll says. "But in order to understand what the full real-world implications are, we need to take measurements in real indoor environments."

"These 222-nanometer radiation devices are being deployed in bathrooms, classrooms, and conference rooms without a full accounting of the potential benefits and/or harm associate with their operation," says Dustin Poppendieck, a research scientist at the National Institute for Standards and Technology, who was not associated with this study. "This work lays the foundation for a proper quantification of potential negative health impacts of these devices. It is important this process is completed prior to relying on the technology to help prevent the next pandemic."

The work was supported by the National Science Foundation, the Harvard Global Institute, and an NIEHS Toxicology Training Grant. ●

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# Study Aims to Clear the Air

## on the Effects of Air Quality in School Classrooms

**A**cross Colorado, thousands of students filing into classrooms this school year are sharing their space with new companions. These nearly silent classmates don't occupy desks or pore over textbooks. But they are as focused on gathering information and contributing to a positive class environment as the most dedicated student.

The new arrivals are thousands of classroom air quality monitors and portable air cleaners installed as part of a Centers for Disease Control and Prevention-funded study through the Colorado Department of Health and Environment and the University of Colorado Boulder.

A follow-up study, also funded by the CDC through the Colorado School of Public Health at the CU Anschutz Medical Campus and CU Boulder, aims to evaluate the impact of the portable air cleaner operations on the classroom environment.

With new CDC support of \$2.2M, a multidisciplinary team will answer questions that are vital to environmental health: is the quality of indoor air in classrooms associated with student absenteeism and/or with the presence of viruses responsible for respiratory diseases, including SARS-CoV-2, influenza, and respiratory syncytial virus (RSV)?

### Aims to Clear the Air

The joint initiative brings together epidemiology and engineering in an effort to protect children's health. Thomas Jaenisch, MD, PhD, principal investigator and associate professor in the ColoradoSPH Department of Epidemiology and the Center for Global Health, will lead efforts to measure absenteeism rates and test for the three viruses with desk- and nose-swabbing. Mark Hernandez, PE, PhD, the SJ Archuleta Professor in the Environmental Engineering program at the University of Colorado Boulder, will lead the classroom indoor air quality assessments, among other tasks.

"My job is to measure what you breathe into your nose and mouth, [epidemiology's] job is to measure what happens after it gets there," Hernandez said. The team of experts also includes May Chu, PhD, clinical professor of epidemiology and interim director for the Center for Global Health; Daniel Olson, MD, PhD, assistant professor of epidemiology and pediatric infectious disease at Children's Hospital Colorado; and Bailey Fosdick, PhD, associate professor of biostatistics and informatics for ColoradoSPH.

### What Is in the Air

The new research work began this year with the installation of indoor air quality monitors in K-12 classrooms

across Colorado. All schools were eligible for the monitors, which collect data on the levels of airborne particulate matter suspended in both indoor and outdoor air, carbon dioxide, and volatile organic chemicals, as well as temperature and humidity. The monitors display the real-time air quality data for each classroom on an easy-to-read dashboard.

The second piece of the data-gathering puzzle are some 30,000 portable air cleaners provided to schools that agreed to accept them (the choice of whether or not to do so was completely in the hands of school district leaders, Hernandez emphasized). The statewide installation of monitors and air cleaners was based on the findings of a 2021 pilot study of 20 Denver Public School (DPS) elementary schools, led by Hernandez. That initiative produced air quality data for classrooms both with and without the air purifiers. Researchers made head-to-head comparisons of the data based on classroom size, number of students, architectural layout, the age of the school building, the ventilation system and other infrastructure factors, Hernandez said.

The pilot study documented a reduction in respirable airborne particulates when portable air cleaners were used in the classroom.

"In most cases [the differences] were significant; in others they were overwhelming," Hernandez said. The new study can now use the same approach to make classroom air quality comparisons between classrooms with and without portable air cleaners, but on a much broader scale.

## Building the Study's Statistical Power

Jaenisch noted the importance of installing the monitors in schools serving large numbers of low-income students in industrial areas, near highways, or in neighborhoods with higher levels of outdoor air pollution. Those factors may affect the air students breathe in the classroom, he said.

"Indoor air quality data is the main point, but we are also considering outside air quality as a confounder or co-factor," Jaenisch said. At the same time, the monitors will also collect data from schools in areas with cleaner outdoor air, he added. The idea is to build a deep reservoir of data, a key to strengthening the researchers' analysis.

"We need data from both extremes to fully understand the effects of the interventions," Jaenisch said.

## Airing Out the Effects of Absenteeism

With precise air quality measurements over several seasons, the researchers will explore their possible connection to "health endpoints in students," Jaenisch said. The first question: is improved classroom air quality associated with lower absenteeism rates? It's a key question for schools across Colorado: the Colorado Department of Education reported that nearly one-third of students statewide were "chronically absent" in 2021-22, greatly increasing their risk of dropping out.

The risks of children staying home from school could ripple far beyond the classroom, Jaenisch said.

"If the children are not in school, what does it mean for the families?" he asked. "If they stay at home, usually one of the parents needs to stay with them – or they stay with grandparents and risk infecting them. That was really an important part of the pandemic's hardship. The children could not go to school. As a society we have to make sure that we have the best interventions possible, so children can go to school safely."

Jaenisch acknowledged that at least for now, it's difficult to pin down the precise reasons for a student's absence. But he noted the research team is working with DPS to develop a "more granular algorithm" for reporting the reason for absences. There are many details to be ironed out, but a new system could launch for the 2024-25 school year, Jaenisch said.

## Rooting Out Rogue Viruses

The second research question is whether using portable air cleaners can be associated with reducing levels of the three key respiratory viruses, which can, of course, contribute to illness and absenteeism. Jaenisch said in a "subset" of DPS classrooms the team will conduct desktop- and nose-swabbing to detect the pathogens. The samples will be processed and analyzed at Hernandez's Aerobiology lab at CU Boulder.

Jaenisch added that for validation, researchers will be able to consider data from the Colorado Department of Health and Environment and Children's Hospital Colorado about numbers of respiratory illnesses among youngsters during the upcoming peak viral season. That data could then be linked back to the number of school

absences and overlaid with information about the classroom air quality during the same time.

"Looking at that will help us to tease out if there is really an imprint of the respiratory viruses on absenteeism in that time period," Jaenisch said.

## A Unique Approach to Monitoring Health

Hernandez said the joint study could be a national model for school districts and local governments making decisions about adapting classrooms to make them safer and healthier places for children. He noted that the trial is the first in the country to wed data from air quality monitoring and portable air cleaners to assessments of their possible effects on absenteeism.

However, school districts must commit to looking squarely at what the data tells them about the quality of the air circulating in their classrooms, Hernandez said.

"You can't manage what you don't measure," he said. "If you don't measure air quality, you can't manage it. Don't be afraid of it; be informed by it."

The desire to find ways to keep children safe drives Hernandez's involvement with and commitment to the study.

"These are children. They are in school. They have no choice about the air they breathe," he said. "It's my job as a civil engineer to protect the public health the best I can." ●

*Written by Tyler Smith for the Colorado School of Public Health.*

# IAQ Monitoring: More Visibility on the AIR We Breathe

Air Quality is a subject that concerns all of us, especially since an adult breathes nearly 17,000 liters of air per day. There are two forms of air pollution: atmospheric pollution and indoor air pollution.

Continuous monitoring of these pollutants is necessary for several reasons. In fact, a study by the World Health Organization (WHO) estimates 2 million premature deaths per year due to diseases caused by atmospheric pollution. The U.S. Environmental Protection Agency also notes that indoor air pollution ranks among the top five environmental risks to public health. The recent pandemic revealed the deficiency of conventional air filters and the inability of HVAC systems to protect the well-being of human occupants within a building.

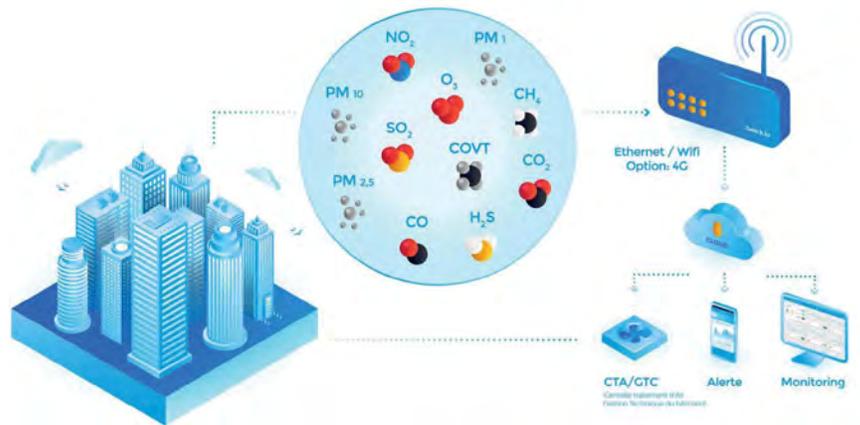


Both indoor and atmospheric air pollution need to be monitored. Even if individual pollutant concentrations within facilities rarely exceed toxic levels, the presence of a cocktail of chemical pollutants, dust, and microbiological contaminants in confined environments can have long-term health impacts, leading to chronic exposure. Indoor air contaminants include a variety of chemical sources such as materials, paints, adhesives, varnishes, cleaning products, combustion, and more. Among these pollutants, volatile organic compounds (VOCs) represent the majority, formaldehyde, which is carcinogenic and found in many building materials and common products, and ozone, which can be emitted into the ambient air or synthesized through chain reactions in the air.

## Zaack smart solutions:

Air quality has a direct influence on the health, productivity, and well-being of occupants. Therefore, the goal is to implement monitoring solutions to provide real-time visibility into the air we breathe. We have developed two complementary building-scale solutions for this purpose:

- **Zaack IAQ®**, continuous monitoring of important indicators of IAQ in occupied spaces. This includes all public buildings, the tertiary sector, industry, offices, schools, and daycares and more. A full package all in one, with one specific and accurate microsensor per pollutant measured (electrochemicals, PID, NDIR, OPC). Real-time data with a measure every 30 seconds with a secured cloud and a live access on Zaack App.



- **Zaack DUST®** continuous monitoring of the state of dust in ventilation networks for predictive maintenance to prevent cleaning and disinfection operations for these networks that supply air inside our buildings. According to different thresholds depending on the type of duct (supply – return – extraction).



These connected solutions optimize intelligent control of the air handling unit, striking the right balance between good indoor air quality and energy savings. Even though financial responsibilities remain at the forefront of our concerns, we should prioritize our social obligations to protect the well-being of occupants. Continuous monitoring is the key to healthier indoor air. We deploy all our teams to support users through our services and expertise, as well as through our applications for increased visibility.



**Yasmine SKANJI, Director of ZAACK**



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- AQMD Evaluation : <https://www.aqmd.gov/product/igienair-zaack-aqi>

[contact@zaack.io](mailto:contact@zaack.io)

# 2023 BUYERS GUIDE



## Vendors: Alphabetical List

### A.W. Perkins Co.

**Address:** 36 Curtis Avenue, Rutland, VT 05701  
**Main Phone:** (802) 775-7516  
**Primary Contact:** Gaye Martin  
**Contact Email:** gmartin@awperkins.com  
**Website:** www.rodtechusa.com



### Abatement Technologies

**Address:** 605 Satellite Boulevard, Suite 300, Suwanee, GA 30024  
**Main Phone:** (800) 634-9091  
**Primary Contact:** Shavon Barnard  
**Contact Email:** sbarnard@abatement.com  
**Website:** www.abatement.com

Abatement Technologies' reputation for product excellence spans the HVAC, duct cleaning, construction, restoration, and healthcare industries. For 35+ years our high-performance air duct cleaning equipment and specialty tools have been used to deploy our exclusive Source Removal Duct Cleaning process that provides complete cleaning and decontamination of air ducts.



### Aeroseal LLC

**Address:** 225 Byers Road, Miamisburg, OH 45342  
**Main Phone:** (877) 959-8421  
**Primary Contact:** Jennifer Secrist  
**Contact Email:** jennifer.secrist@aeroseal.com  
**Website:** www.aeroseal.com

Aeroseal provides advanced duct sealing equipment that sprays a water-based sealant inside the duct system, filling inaccessible small holes or cracks in the ductwork that traditional methods like mastic/tape cannot reach, making the system 15-30% more efficient. Aeroseal is the ideal complementary service for duct cleaners & HVAC contractors.

### AirDuctMarketing.com

**Address:** 1579-B Front Road, LaSalle, ON N9J 2B5 Canada  
**Main Phone:** (313) 306-2220  
**Primary Contact:** Steve Rivard  
**Company Email:** solutions@airductmarketing.com  
**Website:** www.airductmarketing.com

### American CaddyVac

**Address:** PO Box 737, Lewiston, ID 83501  
**Main Phone:** (800) 879-5382  
**Primary Contact:** Mac Mattoon  
**Contact Email:** macm@caddyvac.com  
**Website:** www.caddyvac.com

### American Creative, Inc.

**Address:** PO Box 737, Lewiston, ID 83501  
**Main Phone:** (800) 879-5382  
**Primary Contact:** Don Glasgow  
**Contact Email:** don@americancreative.com  
**Website:** www.americancreative.com

### AnswerForce

**Address:** 1033 SE Main Street, Suite 5, Portland, OR 97214  
**Main Phone:** (877) 351-1208  
**Primary Contact:** Bethany Ripoyla  
**Company Email:** sales@answerforce.com  
**Website:** www.answerforce.com/nadca



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### BioVac System, Inc.

**Address:** 8701 8th Avenue, Montreal, QC H1Z 2X4 Canada  
**Main Phone:** (514) 990-9605  
**Primary Contact:** David McDougall  
**Company Email:** salesproduction@biovacsystem.com  
**Website:** www.biovacsystem-manufacturing.com

BioVac System has been manufacturing automated and manual duct cleaning equipments and accessories for the last 20 years. BioVac System is a helping hand for all your duct cleaning, decontamination and inspection projects. We also supply a full line of accessories. After 20 years, more than 99% of all our equipments on the market are still working today. "Our goal is your success"™

### Carlisle HVAC Brands

**Address:** 900 Hensley Lane, Wylie, TX 75098  
**Main Phone:** (877) 495-4822  
**Primary Contact:** Andrew Powell  
**Company Email:** marketing@hardcast.com  
**Website:** www.carlislehvac.com

### CL Ward, Inc.

**Address:** 1100 Ashwood Drive, Suite 1102, Canonsburg, PA 15317  
**Main Phone:** (724) 743-5903  
**Primary Contact:** Ryan Ward  
**Company Email:** ryan@clward.com  
**Website:** www.clward.com

### CompanyCam

**Address:** 350 Canopy Street, Suite 230, Lincoln, NE 68508  
**Main Phone:** (402) 207-9609  
**Primary Contact:** Claire Ficke  
**Company Email:** sales@companycam.com  
**Website:** www.companycam.com/nadca

### Controlled Release Technologies, Inc.

**Address:** 1016 Industry Drive, Shelby, NC 28152  
**Main Phone:** (704) 487-0878  
**Primary Contact:** Jenny Gillelan  
**Company Email:** custserv@cleanac.com  
**Website:** www.cleanac.com

### Copperfield Chimney

**Address:** 1160 South Street, Suffield, CT 06078  
**Main Phone:** (888) 570-5407  
**Primary Contact:** Michelle Dubé  
**Contact Email:** michelle@snaploksystems.com  
**Website:** www.snaploksystems.com

### Danduct Clean

**Address:** Teglvænget 63 DK-7400, Herning, Denmark  
**Main Phone:** +45 97 12 30 30  
**Primary Contact:** Tim Larsen  
**Company Email:** danduct@danduct.com  
**Website:** www.danduct.com

### Decon7 Systems Inc

**Address:** 110 N Freeport Parkway, Coppell, TX 75019  
**Main Phone:** (844) 727-3626  
**Primary Contact:** Sergio Navarret  
**Contact Email:** snavarrete@decon7.com  
**Website:** www.decon7.com

### Dell Technologies

**Address:** 1 Dell Way, Round Rock, TX 78682  
**Main Phone:** (512) 513-3315  
**Primary Contact:** Kelsey Sewalson  
**Contact Email:** Kelsey\_Sewalson@dell.com  
**Website:** www.dell.com/nadca

### Duct Cleaners' Supply

**Address:** 11153 S Wilton River Road, New Richland, MN 56072  
**Main Phone:** (800) 634-2822  
**Primary Contact:** John Bently  
**Contact Email:** 4viper@ductcleanerssupply.com  
**Website:** www.ductcleanerssupply.com



### Ductmate Industries, Inc. Parent Company: DMI Companies

**Address:** 210 Fifth Street, Charleroi, PA 15022  
**Main Phone:** (800) 245-3188  
**Primary Contact:** Emily LaCarte  
**Contact Email:** elacarte@ductmate.com  
**Website:** www.ductmate.com

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### Heat Seal Equipment Ltd.

**Address:** 530 Westney Road, Suite 1, Ajax, ON L1S 6W2 Canada  
**Main Phone:** (905) 683-9223  
**Primary Contact:** Brent Ferns  
**Company Email:** sales@heatsealequipment.com  
**Website:** www.heatsealequipment.com

### Hypervac Technologies

**Address:** 207 Cox Drive, Lethbridge, AB T1K 8H4 Canada  
**Main Phone:** (403) 327-5772  
**Primary Contact:** Colin Harms  
**Company Email:** sales@hypervac.com  
**Website:** www.hypervac.com

### Igienair

**Address:** 2 ue Des Communes, Acheres, 78260, France  
**Main Phone:** +33 (0)4 37 28 20 22  
**Primary Contact:** Patrice Girard  
**Contact Email:** p.girard@igienair.com  
**Website:** www.igienair.com/

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### Impact Health Sharing

**Address:** 100 Chestnut Avenue, Greer, SC 29651  
**Main Phone:** (864) 350-7150  
**Primary Contact:** Bryan Stokes  
**Contact Email:**  
**Website:**

## Vendors: Alphabetical List

### Impeccable Air

**Address:** 819 McKay Court, Suite 203, Boardman, OH 44512  
**Main Phone:** (330) 277-6845  
**Primary Contact:** Dominic Pecchia  
**Contact Email:** dom@impeccableair.com  
**Website:** www.impeccableair.com

### InOvate Dryer Products

**Address:** 250 S Central Boulevard, Suite 207, Jupiter, FL 33458  
**Main Phone:** (561) 744-0473  
**Primary Contact:** Cliff Budnick  
**Company Email:** sales@inovate.com  
**Website:** www.inovate.com

### KGG Consulting

**Address:** 595 Lake Road, Webster, NY 14580  
**Main Phone:** (585) 645-3538  
**Primary Contact:** Rob Ambrosetti  
**Contact Email:** ra@kggconsulting.com  
**Website:** www.kggconsulting.com

### Lambro Venting Products, Inc.

**Address:** 675 rue Brossard, Laprairie, QC J5R 2V1 Canada  
**Main Phone:** (450) 444-0437  
**Primary Contact:** Melissa LeBel Pupo  
**Company Email:** info@lambro.ca  
**Website:** www.lambro.ca

### LIFAair

**Address:** Eteläranta 14, Helsinki, 00130 Finland  
**Main Phone:** +358 50 381 5000  
**Primary Contact:** Kimmo Haapalainen  
**Company Email:** sales@lifa.net  
**Website:** www.lifa.net

### MadVac Innovations, LLC

**Address:** 1880 High Mdw S, Niles, MI 49120  
**Main Phone:** (269) 262-4029  
**Primary Contact:** Jennifer Carloon  
**Company Email:** sales@madvac.org  
**Website:** www.madvac.org

### Meyer & Sons Inc., Wm. W.

**Address:** 1700 Franklin Boulevard, Libertyville, IL 60048  
**Main Phone:** (847) 918-0111  
**Primary Contact:** Fergus Keane  
**Contact Email:** fkeane@wmwmeyer.com  
**Website:** www.meyercontractor.com



### Meyer Machine Supply & Equipment

**Address:** 1400 Saint Paul Avenue, Gurnee, IL 60031  
**Main Phone:** (800) 728-3828  
**Primary Contact:** Jimmy Meyer  
**Company Email:** Information@MeyerMachine.com  
**Website:** www.meyermachine.com

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### NIKRO Industries, Inc.

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**Main Phone:** (800) 875-6457  
**Primary Contact:** Corey Anetsberger  
**Contact Email:** corey@nikro.com  
**Website:** www.nikro.com

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**Main Phone:** (717) 644-7616  
**Primary Contact:** Dale Stauffer  
**Company Email:** info@proaccorp.com  
**Website:** www.proaccorp.com

### Respicaire

**Address:** 746 Warden Avenue, Suite 17, Toronto, ON M1L 4A2 Canada  
**Main Phone:** (416) 615-0214  
**Primary Contact:** Andrea Gondova  
**Contact Email:** andrea@respicaire.com  
**Website:** www.respicaire.com

### Restoration 1

**Address:** 5113 Steinbeck Bend Drive, Waco, TX 76708  
**Main Phone:** (800) 993-0803  
**Primary Contact:** Dan Thrush  
**Contact Email:** dan@restoration1hq.com  
**Website:** www.restoration1.com

### Rillavoice

**Address:** 2807 Jackson Avenue, Floor 5, Long Island City, NY 11101  
**Main Phone:** (908) 795-8254  
**Primary Contact:** Will Gao  
**Contact Email:** will@rillavoice.com  
**Website:** www.rillavoice.com

## Rotobrush® INTERNATIONAL LLC

### Rotobrush

**Address:** 612 E Dallas Road, Suite 400, Grapevine, TX 76051  
**Main Phone:** (800) 535-3878  
**Primary Contact:** Michelle Landers  
**Contact Email:** landersm@rotobrush.com  
**Website:** www.rotobrush.com

Rotobrush is a leading provider of innovative solutions for the air duct cleaning industry. With a commitment to excellence and continuous improvement, we develop cutting-edge equipment that empowers professionals to deliver superior results and enhance customer satisfaction. Our range of products are designed to meet the diverse needs of the industry, offering unmatched performance and reliability.

### Scand Tech USA, LLC

**Address:** PO Box 365, 55 Glendale Road, South Windsor, CT 06074  
**Main Phone:** (800) 587-3980  
**Primary Contact:** Phill Benito  
**Company Email:** sales@scandtech.com  
**Website:** www.scandtech.com

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### Service First Processing

**Address:** 1315 N Federal Highway, Suite 200, Boynton Beach, FL 33435  
**Main Phone:** (866) 372-5551  
**Primary Contact:** Maria Garber  
**Contact Email:** mgarber@sfprocessing.com  
**Website:** www.sfprocessing.com

### Steamatic, LLC

**Address:** 6688 North Central Expressway, Suite 200, Dallas, TX 75206  
**Main Phone:** (817) 332-1575  
**Primary Contact:** Zach Ledford  
**Company Email:** info@steamatic.com  
**Website:** www.steamatic.com

### Sunbelt Rentals

**Address:** 2341 Deerfield Drive, Fort Mill, SC 29715  
**Main Phone:** (800) 508-4760  
**Primary Contact:** David Drinard  
**Contact Email:** ddrinard@sunbeltrentals.com  
**Website:** www.sunbeltrentals.com

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### TapeGuys.com

### Parent Company: American Infrared Consultants, LLC

**Address:** 3418 S 48th Street, Suite 8, Phoenix, AZ 85040  
**Main Phone:** (480) 966-1988  
**Primary Contact:** Jerry Lawrence  
**Contact Email:** jerry@tapeguys.com  
**Website:** www.tapeguys.com

### Teinnova

**Address:** Las Balsas, 16 Logroño, La Rioja 26009 Spain  
**Main Phone:** +(34) 941 445 056  
**Primary Contact:** Maria Martinez Miera  
**Contact Email:** mmartinez@teinnova.net  
**Website:** www.teinnovacleaning.com

### Vac Systems

**Address:** 318 Pacific Avenue, Waverly, MN 55390  
**Main Phone:** (952) 808-1619  
**Primary Contact:** Rich Barrett  
**Company Email:** info@vacsysint.com  
**Website:** www.vacsysint.com

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### YourRadar

**Address:** #231-18525 53 Avenue, Surrey, BC, V3S 7A4 Canada  
**Main Phone:** 604-574-7225  
**Primary Contact:** Tom Kobelt  
**Contact Email:** tom@kdi.ca  
**Website:** www.yourradar.net



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### Access Opening (Doors & Cutting tools)

BioVac Systems, Inc.  
Ductmate Industries, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

### Adhesives & Tapes

Aeroseal LLC  
BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
TapeGuys.com

### Agitation Devices

Abatement Technologies  
BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

### Air Compressors

Abatement Technologies  
BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

### Air Duct Cleaning Tools (Whips/Brushes/Skippers)

Abatement Technologies  
BioVac Systems, Inc.  
Danduct Clean  
Duct Cleaners' Supply  
Heat Seal Equipment Ltd.  
Meyer & Sons Inc., WmW.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.  
Rotobrush  
Scand Tech USA, LLC  
Teinnova  
Vac Systems

### Air Filters & Air Purification Systems

Aeroseal LLC  
BioVac Systems, Inc.  
Impeccable Air

### Air Sampling Equipment & Services

Ductmate Industries, Inc.  
Igienair

### Air Scrubbers

BioVac Systems, Inc.  
NIKRO Industries, Inc.

### Antimicrobial Chemicals

BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.  
Sunbelt Rentals

### Business Services (Financial, Insurance, Software, Vehicle Tracking Systems)

American Creative, Inc  
AnswerForce  
CompanyCam  
Dell Technologies  
KGG Consulting  
Rillavoice  
Service First Processing  
YourRadar

### Coil Cleaning Chemicals

BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

### Condensate Pan Treatments & Coatings

Controlled Release Technologies, Inc  
Meyer Machine Supply & Equipment

### Confined Space Ventilators

BioVac Systems, Inc.

### DEDP Testing Devices

NIKRO Industries, Inc.

### Dryer Vent Cleaning Tools

BioVac Systems, Inc.  
Duct Cleaners' Supply  
Heat Seal Equipment Ltd.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.  
Rotobrush

### Dryer Vent Ducting & Termination Devices

BioVac Systems, Inc.  
InOvate Technologies, Inc  
Meyer Machine Supply & Equipment

### Duct Accessory Hardware

Ductmate Industries, Inc.  
Rotobrush

### Duct Materials (Replacement, Flexible Duct)

Aeroseal LLC  
Lambro Venting Products

### Equipment Rental

BioVac Systems, Inc.  
Sunbelt Rentals

### Franchise Opportunities

AnswerForce  
Restoration  
Steamatic, Inc

### Hand Tools

Meyer Machine Supply & Equipment  
Sunbelt Rentals

### Humidification/Dehumidification Equipment (Whole House)

Sunbelt Rentals

### HVAC Cleaners/Degreasers

BioVac Systems, Inc.  
Meyer Machine Supply & Equipment

### HVAC System Filters

Impeccable Air  
Respicaire  
Rotobrush

### IAQ Consulting Services

Igienair

## Vendors: Category List

### Inspection Equipment

Abatement Technologies  
BioVac Systems, Inc.  
Ductmate Industries, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.  
Scand Tech USA, LLC

### Insulation (Includes Adhesives & Repair)

Aeroseal LLC

### Marketing

AirDuctMarketing.com  
American Creative, Inc  
KGG Consulting

### Mold Remediation Equipment

BioVac Systems, Inc.  
NIKRO Industries, Inc.  
Sunbelt Rentals

### Pressure Washers & Steam Cleaners

BioVac Systems, Inc.

### Robotic Cleaning Equipment

BioVac Systems, Inc.  
Danduct Clean  
NIKRO Industries, Inc.  
Teinnova

### Safety (Equipment & Consulting)

Ductmate Industries, Inc.

### Spraying Systems & Equipment

Aeroseal LLC  
BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.  
Vac Systems

### Surface Treatments & Coatings

BioVac Systems, Inc.  
Carlisle HVAC Brands  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

### Training Services & Schools

BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.  
Rillavoice  
Steamatic, Inc

### UV Light/PCO

BioVac Systems, Inc.  
InOvate Technologies, Inc  
Respicaire  
Rotobrush

### Vacuum Equipment, Hoses & Connectors

BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

### Vacuum/Collectors, Gas Portable

BioVac Systems, Inc.  
Meyer & Sons Inc., Wm. W.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

### Vacuum/Collectors HEPA Contact

BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

### Vacuum/Collectors, HEPA Portable

Abatement Technologies  
American CaddyVac  
BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

### Vacuum/Collectors, Truck/Trailer mounted

American CaddyVac

### Zoning Devices

BioVac Systems, Inc.  
Meyer Machine Supply & Equipment  
NIKRO Industries, Inc.

# Your Impact on Your Team Is **STRONG**

By Dave Rosenberg

I was invited to sit on the board for the annual test for black belts at Poway Kenpo Karate as I have been every year since I obtained my black belt there in July 2006.

When you work and sweat with people in pursuit of a goal, especially one that requires a high degree of trust in others as you put your very safety in their hands, it creates a powerful bond. After the actual test, we were sitting around having our customary post-test pizza while our newly minted black belts celebrated with their friends and blood families. At one point I sat down next to Mr. B, the founder of the school.

## Your Words Have Impact

I remarked to Mr. B how lucky he is because he frequently gets to see the results of his efforts. He has always had a strong children's program. Inevitably, parents send their kids to karate to help them learn discipline and focus. Over 37 years he has seen his karate kids grow into adulthood and make something of themselves.

As leaders, we frequently have the same results as Mr. B, including seeing those we mentor succeed. People we nurture and train, people we interact

with and touch, take those interactions to heart and make something amazing of themselves.

However, unlike Mr. B, we aren't always blessed with seeing how those interactions unfold, take root and grow. In fact, more times than not, we have no idea how we affect others.

I was reminded of this when one of my clients received this feedback after a conversation with one of their team members: "I am grateful for the resources and despite feeling a little overwhelmed at times, I am really thankful to be able to work with you all. I have to say, I feel a thousand times more appreciated than I did at my last job. And you guys have a really great attitude and willingness to grow."

## Your Impact Isn't Any Less

While the most of us in leadership roles may not have the opportunity to receive this kind of feedback, it doesn't mean our impact is any less. We never know what off-hand remark someone will find impactful. Of course, that impact could be perceived both positively or negatively.

No matter how seemingly inconsequential an interaction may seem to us, to the other person it could have a dramatic, powerful and life-changing effect. We all have the

opportunity to be a leader, irrespective of our position or authority in the interaction. Every word we say may impact someone in ways unimaginable. Take every opportunity to be uplifting and caring even when you may not believe the other person is worthy. It is as much about how you show up as it is about how they receive you.

Be the leader you were born to be and train everyone you meet to be the best version they can be. ●

*Dave Rosenberg has earned his Professional Behavioral Analyst and Professional Driving Forces Analyst certifications (CPBA & CPDFA). He has consulted with over 60 companies in 16 states across the country. His clients represent a large cross section of industry from manufacturing, retail, construction, engineering, farming, trucking communications and service. Dave was raised in Philadelphia and now resides in rural Ramona CA with his wife and their 2 dogs, Blue and Chip. Although he is no longer taking apart televisions, he is constantly taking his golf game apart. Unfortunately he has no more luck putting it back together than he did with his family TV those many years ago.*



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# Committee Spotlight

## NADCA Working for You

NADCA committee members have been working hard to provide members with tools they can use to be successful and get the most out of their NADCA membership.

### COMMITTEE — ANNUAL MEETING COMMITTEE

Have you reserved your seat for the upcoming 35th Annual Meeting & Exposition in Las Vegas? The Annual Meeting Committee has been hard at work finalizing the program and planning for an amazing event this spring at the Paris Las Vegas Hotel and Casino, March 4-6, 2024.

The Annual Meeting Committee is responsible for making recommendations to the Board of Directors for speakers and program content, the overall format of the event, and bringing to life the highly anticipated conference that our members have come to love.

Featured sessions at this year's meeting include:

- Unveiling the Future: NADCA Energy Study Results (CEC session)
- How Utilizing New Technologies Can Benefit Your Business
- Blueprint Reading and Zoning (CEC session)
- Specialized Jobs and Cleaning Unique Facilities (CEC session)
- Damage Control
- Cleaning and Restoring Air Handlers
- Indoor Environments and Creating a Healthy Climate (CEC session)

Thank you to the commitment of our Annual Meeting Committee volunteers:

Jim Castellano  
(Chair)  
Kelly Dexter  
(Immediate Past Chair)

Tyler Batchelder  
Brooks Ingrassia  
Matt Jackson  
Paul Keller, Jr.

Lauren L'Herbier  
Michael McDavid  
Clint Orr  
MJ Palazzolo  
Ken Rothmel  
Ray Strozyk  
Michael Vinick

Join your fellow NADCA friends as we celebrate the 35th Anniversary of your association. Take advantage of early bird pricing and register by January 22 at [annualmeeting.nadca.com](http://annualmeeting.nadca.com).

### NADCA MEMBER BENEFIT HIGHLIGHT — SEMINARS ON DEMAND

The Seminars On Demand member benefit is an 24/7 online training portal where members can stream over 100 world class motivational business speakers from any device. This collection of seminars covers topics such as:

- Sales training
- Leadership
- Communication
- Time management
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These seminars are available to you at any time — so that you can take advantage of the content at a time that works with your busy schedule. Sign up for this member exclusive benefit today!



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MJ (left) and Michael Palazzolo

# MEMBER Spotlight

## Safety King's MJ Palazzolo

**P**resident and CEO of the Utica, Michigan based HVAC cleaner Safety King, MJ Palazzolo holds the distinction of heading one of the few remaining founding member companies still with NADCA. A dedicated family man with a long history in the industry, we sat down to talk with MJ in advance of the coming holidays.

**Your father, Michael S. Palazzolo founded Safety King in 1969, but he also happens to be a founding member of NADCA. Can you tell us a little about that?**

In 1989, John Summerlin, who ran Pringle West Coast, gathered 12 of his truck customers to Kansas City. He wanted to start a duct truck group. My dad was intrigued but ultimately

decided to go because Southwest Airlines had a deal for \$19 each way. There was a huge snowstorm that shut down half the hotel and there are some crazy stories about what happened over the days they met but the short version is that the attendees went off script and ended up forming the National Air Duct Cleaners Association.

**In what year did you begin serving as President and CEO of Safety King, and what year did you begin working at the company?**

I've been in the business my entire life. As early as 10 years old I was going out to help Dad on the truck whenever I had a free Saturday. I'd blow off vents

with the electric blow gun and climb up on the truck to tuck in those filthy bags...fun stuff. Back then I got paid in hotdogs and French fries. During my high school and college years I took on larger and larger roles until ultimately I became President and CEO. That was in 2008.

**What do you think is the biggest change the HVAC cleaning industry has undergone since Safety King was founded in 1969?**

The tools and equipment and the knowledge base have all shown extraordinary development in the past 35 years. This is purely a result of human imagination and ingenuity. NADCA has been a great catalyst in this development by providing a forum for industry folks to interact and share ideas.

**What has it been like being able to work alongside your father for all these years?**

I must confess that he has (mostly) been retired for the past 15 years although he loves to attend the NADCA events to see all his industry friends. Dad has always been an inspirational "idea man" and I have the focus to see ideas through to action. So, in that way, we have been a great team. I am exceedingly blessed to be able to consult with an industry



Palazzolo Boys



Safety King team

legend whenever the need arises. I'm grateful for the opportunity I had and justifiably proud of our success. We have a great team and we have nearly quadrupled our revenue since I took the reins. My father continues to be my greatest cheerleader.

### **What brings you the greatest satisfaction in your role as President of Safety King?**

Giving to others. Helping a customer protect the health and safety of their family through indoor air quality (IAQ) maintenance is satisfying. Seeing our duct cleaning students launch successful thriving businesses is gratifying. Watching an employee mature and get married, have kids, or buy a home and knowing that our little venture helps facilitate that is truly exhilarating. It gives me goosebumps sometimes to think about it all.

### **In what ways has your membership in NADCA contributed to your businesses' success?**

Far and away it is the sharing of ideas. I am much more of a listener than a talker. I always come away from the NADCA events with a couple of ideas that I can implement to make us incrementally better at what we do. Beyond that we've had over 1000 students join us for a weeklong, hands-on training in the field on real jobs with our team in Michigan. We have hosted students from literally all over the world in the past 38 years. Some of them came to us from NADCA referrals. And everyone that comes to train with us gets our strong recommendation that they become NADCA members. We see many old friends every year at the NADCA events that took our advice. Clearly, this relationship has contributed to both Safety King's and NADCA's success!

### **Do you think customers are more aware of the importance of indoor air quality now than they've ever been?**

Absolutely! So many more people are now aware of IAQ and duct cleaning than in the past. As the information and knowledge base has continued to grow so too has public awareness. And the events of the last few years with COVID-19 and all its implications have been a huge boost to this already growing awareness. We are in a strong and growing industry.

### **What's the best advice you would give someone starting out in the HVAC cleaning industry?**

Invest in high quality equipment, get great training, join NADCA and get certified. Then do really good work and give a great customer experience. After you've wowed them, make a point to always ask for reviews from your clients. Your reputation, especially online, can make or break you nowadays.

### **Other than being President and CEO of Safety King, what is your dream job?**

I spent a dozen years coaching youth soccer and may one day return to that as it's a passion. But I already have my dream job as husband to my wife Kelly and father to our two daughters. ●

# AIISA Recap from FARE Congress 2023

AIISA recently participated in the FARE Congress for the first time. The Annual Congress involves a collection of Italian professionals in charge of buying goods and services involving healthcare facilities — such hospitals and smaller structures scattered all over the country called ASL, USL.

With over 500 participants, the Congress' main theme was *Il Nuovo Codice Degli Appalti*, or the New Procurement Code, which are updated guidelines on buying procedures during public bids and the never-ending reflection between respecting procedures and a quicker achievement of the goal. While not necessarily the field for AIISA, we dipped into that ocean of healthcare professionals to spread the key words for AIISA and NADCA as a whole: cleaning, restoring and maintaining airducts for a better indoor air quality and, above all, for

protecting the health of people living in conditioned spaces.

We held a session titled, "Airduct Sanification Services in Healthcare Facilities: An Important Activity for Public Healthcare"

Our speakers were:

- Valentina Russo, Director of buying facility in Catania, Sicily, who served as moderator
- Daniela D'Alessandro, Engineering Dept Sapienza University, Rome, who showed various examples of how a poorly controlled HVAC system can hurt the health of hospital patients
- Gaetano Settimo, ISS National Healthcare Institute, Rome, who authored important European documents on indoor air quality,

coordinated a national study on indoor pollution and coauthored recommendations for the Italian government during the COVID-19 pandemic

- Gregorio Mangano, AIISA President, who demonstrated the reality of cleaning air duct systems and highlighted the only companies with qualified and well-educated personnel

AIISA staff present was: Raffaele Caruso, Secretary, Gregorio Mangano, Manuel Ragusa, Giusi Pulizzi, and Pietro Borgognoni, Members of the Board.

A few AIISA NADCA Members popped in: Mario Gulisano A&G Multiservice and Gerardo Lamesta NTA TS and Member of the Board. ●



(From left) Manuel Ragusa, Raffaele Caruso, Giusi Pulizzi and Gregorio Mangano



Mario Gulisano and Gerardo Lamesta



(From left) Gregorio Mangano, Daniela D'Alessandro, Valentina Russo and Gaetano Settimo

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## NEW MEMBERS

### New Members

**515 HVAC and Industrial Cleaning LLC**

Ames, IA USA

**Air Duct Dynasty**

Kingman, AZ USA

**Air and Plumbing Today**

San Antonio, TX USA

**AirDuct Solutions**

Lake Havasu City, AZ USA

**Allklean Cleaning and Restoration**

Post Falls, ID USA

**BenzVac**

Emerson, NJ USA

**Better Air Boise**

Boise, ID USA

**Bickimer Ducts**

Overland Park, KS USA

**Bricks Chimney Services**

Westville, NJ USA

**BSM Tech**

Piraeus, GR

**Cavalry Construction**

Houston, TX USA

**Clean Solutions**

North Royalton, OH USA

**Duct And Vent Cleaner LLC**

Bowie, MD USA

**Free Flow**

Floyds Knobs, IN USA

**Hi-Tech Home Services**

El Paso, TX USA

**IG Restoration Group LLC**

Norwalk, CT USA

**Lawson Home Services, LLC**

Milton, DE USA

**Lemoine**

Baton Rouge, LA USA

**Marr's Heating and Air Conditioning Inc**

Bellingham, WA USA

**Mr. Duct Cleaner Denver**

Erie, CO USA

**Pro Clean AC Dubai**

Dubai, ARE

**Pro Home Restorations, Inc**

Pottstown, PA USA

**Quality Construction and Restoration LLC**

Abilene, TX USA

**Rentokil Boecker**

Dubai, ARE

**Safe Dryer & Air Duct Solutions, LLC**

Mooresville, IN USA

**Sasser Restoration**

Whitsett, NC USA

**SERVPRO Miami Beach**

Miami, FL USA

**SERVPRO Woodbury/ Deptford**

Westville, NJ USA

**Stanley Steemer**

Rapid City

Rapid City, SD USA

**The Top Hatter Inc**

Phoenix, AZ USA

**Water Damage Pros**

Peachtree City, GA USA

**YYT Safe Dryer Vents Inc**

Portugal Cove–St. Philips, CAN

## NEW ASCS AND CVIS

### New ASCS

**Chance Anderson**

Core Mechanical, Inc  
Pennsauken, NJ USA

**Stephanie Brown**

Air Duct Dynasty  
Kingman, AZ USA

**Gage Brown**

Proac Corporation  
Mount Aetna, PA USA

**Brandon Carver**

Safety King, Inc  
Shelby Township, MI USA

**Brandon Chin**

FREE FLOW  
Floyds Knobs, IN USA

**Jase Curley**

North Central Mechanical Serv  
Mason City, IA USA

**Ivan Drepin**

BenzVac  
Emerson, NJ USA

**Joshua Elmore**

Air and Plumbing Today  
San Antonio, TX USA

**Daniel Falkner**

Marshall Air Duct Cleaning  
Service  
Knoxville, TN USA

**Jake Farache**

Express Emergency Serv  
Boca Raton, FL USA

**Joseph Hedrick**

Sasser Restoration  
Whitsett, NC USA

**Jamie Hunter**

Pro Clean AC Dubai  
Dubai, ARE

**Christopher Lail**

Hyper Clean Duct Cleaning, LLC  
Midlothian, VA USA

**Andrew Maples**

Lemoine  
Baton Rouge, LA USA

**Brandon Montani**

New England Air Systems LLC  
Williston, VT USA

**Cason Moore**

Argo HVAC, LLC  
Pensacola, FL USA

**Dinesh Ramachandran**

Rentokil Boecker  
Dubai, ARE

**Khorde Requena**

Allklean Cleaning and  
Restoration  
Post Falls, ID USA

**Brandon Thompson**

Water Damage Pros  
Peachtree City, GA USA

**Steven Troup**

The Top Hatter Inc  
Phoenix, AZ USA

**Blake Warr**

Better Air Boise  
Boise, ID USA

**John Williams**

Air Duct Dynasty  
Kingman, AZ USA

### New CVIS

**Nathan Bartels**

North Central Mechanical Serv  
Mason City, IA USA

**Paul Covello**

Covello's Pacific AirCare, Inc  
Riverside, CA USA

**Jason Doolittle**

Safety King, Inc.  
Shelby Township, MI USA

**Mathew Gesa**

Duct Detectives, Inc  
Orlando, FL USA

**Kenneth Gunnels**

Duct Cleaning Solutions  
Smiths, AL USA

**David Lawson**

Lawson Home Services, LLC  
Milton, DE USA

**Matt Lentz**

Matt's Geneva Clean LLC  
Delavan, WI USA

**Bill Lewis**

Firelands Fresh Air Service LLC  
Willard, OH USA

**Jon Luedtke**

Standard Heating & AC  
Minneapolis, MN USA

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