

February 2015

IN THE LOOP

Thanks for your Feedback

We would like to extend a special thank you to everyone who took the time to complete our 2015 Customer Survey. We value your feedback and will be considering it as we plan for the year ahead. There are improvements already in the works, and more in our sights, as we strive to bring you the very best service, products, information, and designs for radiant heating systems. Thank you for your business and continued support!

And the Winner is...



Congratulations to Kirn Wildhaber for winning the \$50 American Express gift card for completing our Customer Survey! Kirn has worked with Enertech Global, LLC, based in Greenville, IL, for the past 7 years, and currently provides design and application services for contractors who are installing Enertech's geothermal equipment.

Join the conversation  

In The Loop is a publication for customers, distributors, contractors, and friends of Infloor Heating Systems; a division of Infloor Sales & Service, Buena Vista, CO. www.infloor.com.

March Dawns with a New Operating System

We are excited to be in the final stages of launching a new operating system for the company! On Monday, March 2, we flip the switch on a big improvement that will extend into many areas of the business, and further enhance our customers' experience. We're making working with Infloor easier, faster, and more accurate.

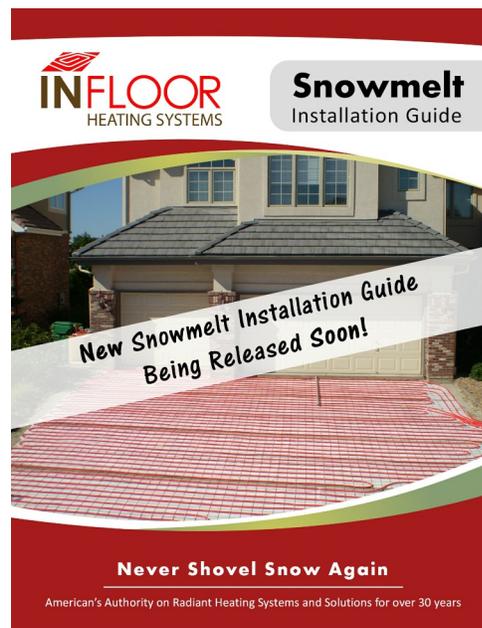
From beginning to end, our entire business operation will be streamlined and automated, including ordering, inventory control, and accounting, which will improve accuracy, timing, archiving, and

the presentation of our information. A difference you will see right away is the upgraded format of all our documents, such as Estimates, Invoices, Purchase Orders, and Packing Slips, making them easier to read and understand.

Moving forward, you will now receive order confirmations prior to your order being shipped, quicker response times to orders (if that's possible), and purchase orders will be archived forever, and can be recalled to make future purchasing with Infloor simpler.

continue reading on next page

Snowmelt Installation Guide Redesigned



INFLOOR
HEATING SYSTEMS

Snowmelt
Installation Guide

New Snowmelt Installation Guide
Being Released Soon!

Never Shovel Snow Again

American's Authority on Radiant Heating Systems and Solutions for over 30 years

Our Snowmelt Installation Guide has been redesigned with a modern, easier to read format, and charts that include 5/8" tubing. The entire guide is in full color, and has more pictures for installers to get a real-life look at the parts, applications, installation methods, and heat source options.

The new version of our Snowmelt Installation Guide is being released in March, and will replace the old one. The step-by-step guide is a complete source for all you need to know about installing a Snowmelt system, with mechanical room configuration drawings, data calculations and charts, boiler options, a design form, and more.

March Dawns with a New Operating System Continued

Our Estimates will have a more professional look, and include full product descriptions. Also, the supplies are shown grouped by project, and they collaborate well with LoopCAD, making the design phase and ordering process easier and more accurate.

To make this important leap forward, we need to conduct a complete inventory and other tasks. Therefore, we will be closed on Thursday, February 26 and Friday, February 27. We will resume normal business hours on Monday, March 2, and open with the new operating system in a test phase for a few weeks.

We are thrilled about this enhancement to our business, and all the ways it will improve our customer's experience. We understand there may be some unforeseen turns along the way, so please let us know right away if you have any questions or issues. We appreciate your understanding as we make this transition that we believe will yield many benefits for us all.

Things to Note about the Upgrade:

- Infloor documents will have new formats; Estimates, Invoices, Purchase Orders, Packing Slips will have more information and be easier to read and understand
- Order confirmations will be sent prior to shipping
- Purchase Orders will be archived forever and can be recalled later to make purchasing simpler
- Infloor will be closed on February 26 and 27
- Infloor will resume normal business hours on Monday, March 2, working with the new operating system in place
- Please contact us with any questions

A Memorable AHR Expo Week

Our President Michael Willburn returned from a week at the AHR Expo in Chicago with great stories, new connections, more knowledge, and a big smile from seeing so many friends and business partners who attended the conference from all over the world.

Some highlights included learning about new products and trends in the industry, and catching up with business partners from Caleffi, Watts Water Technologies, ecobee, Z Supply, C.E. Ray Co., Winkler Technik, HTP, Wilo, and many more. Michael attended two classes and expanded his knowledge on Thermal Storage for Hydronic Systems, and Steam Heating Systems.

The Thermal Storage class examined the many situations when thermal energy storage can be used to improve the

performance and longevity of hydronic heating and cooling systems. The all-technical session on Steam Heating Systems covered the many types of old steam heating systems, how they work, and what can go wrong with them, in addition to troubleshooting, proving an overview of steam heating as it applies to older buildings of all sizes.

The AHR Expo management said this year was a record-breaking event, being at least 10 percent larger than the previous largest show. They reported there were more than 2,100 exhibiting companies (380 first-time exhibitors) occupying over 480,000 net square feet of exhibit space; both new records for the 67th event. Additionally, there were 592 international companies from more than 30 countries showcasing their products and solutions, representing a 16 percent increase over the previous record.



Michael (right) with Winkler Technik Founder Dr. Winkler (left) and Sales Rep. Heike Flesch (middle) from Germany.



Michael learning about new ecobee products with Sales Rep. Jay Kress (left).