



ONTARGET

OFFICIAL PUBLICATION OF THE COMMERCIAL FOOD EQUIPMENT SERVICE ASSOCIATION

SEPTEMBER & OCTOBER 2015

HOW DOES NFPA 70E AFFECT YOU?

BY JEFF SLITER



**BOSTON WAS
WICKED STRONG**
BY PAUL TOUKATLY

**OUR TRAINERS
ROCK!**
BY ANTHONY RAPANOTTI

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ON TARGET is the official publication of the Commercial Food Equipment Service Association. On Target is published on a bimonthly basis. New advertising prices in On Target are now available through the end of 2015. Lock in your price and lock out your competition. If you have any questions regarding advertising, content or need further information contact Justin Chew at CFESA Headquarters: Toll Free 877-414-4127 or via email at jchew@cfesa.com.

Commercial Food Equipment Service Association

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www.CFESA.com



What a busy and productive past few weeks. It started off with our Fall Conference in Boston. Those of you who know me, know that I am not a big fan of Boston's sports teams, having said that, what a great city Boston is. The people were friendly, the city is full of history, and it's a great place to walk around, outstanding seafood, cold beer, great weather, who could ask for more.

THANKS BOSTON!!

The conference was a huge success, as usual, the CFESA team made sure everything went off without a hitch. Thanks Heather, Linda, Justin and Lisa, I know that at times it was a little frantic behind the scenes, but from where I stood it looked flawless.

All of the meetings and seminars were well attended, and the participation level was high. If you missed the Customer Retention Panel, moderated by Patrick Duffy of Duffy's Equipment Service, you missed an informative and frank discussion of our collective strengths and shortcomings when trying to retain customers. I believe we all came away with a better understanding of the pressures and issues faced by each segment of our industry. Now that we have established a dialogue, the next step is to work together to make our customers experience as pleasant as possible. Thanks to Jay C. Curran from Hi Tech Commercial Service, Kevin Sullivan of Colburn & Guyette, Bonnie MacGregor from Hardt Equipment Manufacturing, Steve Zafirson of Perkins/Gordon Food Service and John Megan of Hatch Jennings for making the panel so enjoyable.

Over the past few years CFESA and our allied organizations have worked to strengthen our commitment to working together and opening channels of communication. To do that, we are all working hard to attend each other's conferences. Thank you to all our allied friends for taking the time to attend CFESA's Fall Conference. From NAFEM, President Mike Whiteley, Executive Vice President Deidre Flynn and Director of Membership Services, Charlie Souhrada, from FCSI, Director of Education, Kimberly Kissel, Brad Pierce the President of FEDA and from MAFSI President Jeff Couch and Assistant Executive Director Tom Jedlowski. We know what busy schedules you all have, and taking the time to be with us shows your commitment to our common objectives.

The conference ended with our second awards banquet. Joe Birchhill was our master of ceremonies, and Joe was.....well Joe, was Joe. He did a great job keeping everything moving while being respectful to our winners and entertaining at the same time. Congratulations to all the award winners, Bill Findlay for Dedication to Training, Mike Via for Community Outreach, Joe Pierce for Most Engaged/Active Member, Charlie Souhrada for Industry Partner, Cecil Blake of Authorized Commercial Equipment Service for Outstanding Customer Service/Technician, Tina Reese for the Ron Arrington Advocacy Award and Hatco as Manufacturer Partnership Award. Thank you again for your hard work, your commitment, and your dedication.

As great as the conference and Boston was, what came next was truly exciting. On October 3rd the EGSW&R trainers gathered at our Global Training Facility in Fort Mill SC to set up for our first CFESA tech training. Most of the trainers had not seen the



OCTOBER PROVES TO BE A VERY BUSY MONTH FOR CFESA HEATHER PRICE



Boston, what a great town! It was so nice to see everyone at the conference with record attendance once again. The conference planning ad-hoc committee worked hard on the agenda and we encourage all of you to continue providing us with your comments on the event. We will use these moving forward for future conferences. A conference re-cap with photos is located in this edition for your review.

The committee chairs reported that participation during the meetings are growing, thus allowing for more projects to be slated on the action plans. These committees are the work force that help to accomplish and bring forward new membership benefits and opportunities. Forward motion within the association would not happen without the volunteers who help on the action items from each committee. If you have a project or suggestion that you would like to see a committee work on please get involved or present them to a chairman.

With the conference wrapped up CFESA HQ is moving fast forward into the first training courses being held at the new Global Training Facility in Fort Mill, SC. Follow us on Facebook, Twitter and the CFESA Enewsletter for more details. If you would like to be registered to receive the Enewsletter please reach out to Justin Chew (jchew@cfesa.com).



October brings us into processing of the 2016 Membership Investment renewals. This year we are streamlining the process for efficiency. Lisa Walker our Accounting Administrator (Lwalker@cfesa.com), will be sending out membership invoices at the end of October via email. This provides you with two months to process and submit payment which is due no later than December 31, 2015. Memberships that are not paid in full by this date will be cancelled. Upon receipt of your payment you will then receive an email from Justin Chew, Marketing Director (Jchew@cfesa.com) containing your companies customized directory listing. You will have until January 15, 2016 to submit your updated profiles into Justin. If they are not received at this time we will run the same listing information for your company from 2015. Once again to clarify you will only receive your company profile update link after your membership invoice is paid. Please let us know if your email address has changed or you wish to have your membership investment renewals forwarded to a different email address.



Continued on page 17

MEMBER & HEADQUARTER NEWS

NEW CFESA MEMBERS

Join CFESA Headquarters in welcoming 6 new Affiliate members, 1 new Associate member and 3 new Voting members to CFESA.

NEW AFFILIATE MEMBERS

ADVANTAGE RESTAURANT SUPPLY & SERVICE

4529 Kent Ave, Niagara Falls, Ontario L2H1J1
Derrick Hill
dhill@advantage-restsupply.com

EQUIPCO USA, INC.

1729 Banks Rd, Margate FL 33063
Omar Masri
info@equipcousa.com

HYTEK SERVICE

18055 NE San Rafael, Portland OR 83707
Kevin Hynes
kevin.hynes@hytekco.com

MARINI COMMERCIAL APPLIANCE, INC.

5001 Femrite Dr, Madison WI 53716
Chris Marini
cowboychris@marinicainc.com

OKLAHOMA CITY COMMUNITY COLLEGE

7777 S. May Ave, Oklahoma City, OK 73159
Lorri Romero
lorri.l.romero@occc.edu

SILVER BULLET CONSTRUCTION

4401 Little Rd, Suite 550-275 Arlington, TX 76016
Kandy Johannsen
accounting@silverbulletconstruction.com

NEW ASSOCIATE MEMBER

COMPONENT HARDWARE

1890 Swarthmore Ave, Lakewood NJ 08701
Kevin Tumpey
ktumpey@componenthardware.com

NEW VOTING MEMBER

MECHANICAL SYSTEMS, INC.

420 Martinez Ln NE, Albuquerque, NM 87107
Anthony Franklin
msinc34@qwestoffice.net

NORTHWEST COMMERCIAL KITCHEN REPAIR

1720 Kedlin Ln, Spokane, WA 99208
Jerry Waynefox Jr
repair@northwestckr.com

WELDON SERVICE & REPAIR, LLC

8707 Lake Street Rd, Le Roy NY 14482
Nathan Weldon
nathan@weldonservice.com

SEVEN OUTSTANDING INDIVIDUALS RECOGNIZED FOR INDUSTRY CONTRIBUTIONS

During this past CFESA Fall Conference, seven key individuals were recognized for their contribution to the foodservice industry.

Dedication to Training Award:

Bill Findlay, Unified Brands

Community Outreach Award:

Mike Via, Refrigerated Specialist, Inc.

Most Engaged Member Award:

Joe Pierce, Pierce Parts & Service

Outstanding Support from Allied Associations, Press or Industry Partner Award:

Charlie Souhrada, NAFEM

Outstanding Customer Service & Technician Award:

Cecil Blake, Authorized Commercial Equipment Service

Ron Arrington Advocacy Award:

Tina Reese, Commercial Appliance Parts & Service, Inc.

Manufacturer Partnership Award:

Hatco Corp

INDUSTRY NEWS

GENERAL PARTS GROUP, ACQUIRES RON'S HOTEL AND RESTAURANT EQUIPMENT SERVICE, INC.

General Parts, L.L.C., announces the acquisition of Ron's Hotel and Restaurant Equipment Service, Inc. located in Portland, OR. The transaction closed on October 8, 2015. "The acquisition of Ron's Service is an exciting opportunity for us to expand our business into a new region of the country with a highly respected company, and represents another step in fulfilling our national strategy," said Bruce Hodge, President of General Parts.

WHALEY FOODSERVICE REPAIRS, INC ACQUIRES FIRST SERVICE MECHANICAL

Whaley Foodservice Repairs, Inc. announces the recent acquisition of First Service Mechanical, located in Greensboro NC. FSM, a well-respected company, will be folded into the Whaley Greensboro branch.

A.J. ANTUNES & CO. EXPANDS REP NETWORK

A.J. Antunes & Co. has added PB&J Commercial Agents and Specialized Marketing to its network of manufacturers' reps. PB&J will represent the Carol Stream, Ill. based foodservice equipment manufacturer in Illinois and Specialized Marketing will handle A.J. Antunes' business in Wisconsin.

- Foodservice Equipment Supplies

YUM! BRANDS STILL BURDENED BY STRUGGLES IN CHINA

Yum! Brands has lowered its guidance for the fiscal year due to continued struggles in its China division and challenging foreign exchange rates, the parent company of Taco Bell, KFC and Pizza Hut announced Tuesday.

- Restaurant Business Online

AUTOQUOTES HANDS MARKETING REINS TO NEW V.P.

AutoQuotes has appointed Susannah Albright as its new V.P.-Marketing. Albright joins AutoQuotes after a career in high-tech marketing and product management in business-to-business and business-to-consumer markets at companies including Intuit, Lucent Technologies and Octel Communications.

- Foodservice Equipment Reports

SOUTH CAROLINA STORM TAKES TOLL ON AREA RESTAURANTS

The sun showed its face in South Carolina on Tuesday after days of heavy rain wreaked havoc on much of the state, making roads impassable, cutting off electricity and leaving thousands without potable water, according to news reports.

- Nation's Restaurant News

OUTBACK STEAKHOUSE FRANCHISEE ACQUIRED BY PRIVATE EQUITY GROUP

T-Bird Restaurant Group Inc., the exclusive franchisee of the Outback Steakhouse chain in California, has been acquired by private-equity firm H.I.G. Capital LLC, the company said Wednesday.

- Nation's Restaurant News

INDUSTRY CALENDAR

Manitowoc / KitchenCare Hot Side Training

OCTOBER 12 - 17, 2015

CFESA WORLD HEADQUARTERS & GLOBAL TRAINING FACILITY

CFESA MANAGEMENT TRAINING

WWW.CFESA.COM/MANAGEMENT.ASP

OCTOBER 20 - 22, 2015

CFESA WORLD HEADQUARTERS & GLOBAL TRAINING FACILITY

CFESA REFRIGERATION TRAINING

WWW.CFESA.COM/REFRIGERATION.ASP

NOVEMBER 2 - 6, 2015

CFESA WORLD HEADQUARTERS & GLOBAL TRAINING FACILITY

MAFSI 2016

WWW.MAFSI.ORG/CONFERENCE-AND-SMF

JANUARY 13-16, 2015

PHOENIX, ARIZONA

NAFEM 2016 ANNUAL MEETING & MANAGEMENT WORKSHOP

HTTP://BIT.LY/1GBMJUW

FEBRUARY 19-22, 2016

SAN JUAN, PUERTO RICO

CFESA EGS&W TRAINING

WWW.CFESA.COM/EGS.ASP

FEBRUARY 22 - 27, 2016

CFESA WORLD HEADQUARTERS & GLOBAL TRAINING FACILITY

CFESA REFRIGERATION TRAINING

WWW.CFESA.COM/REFRIGERATION.ASP

MARCH 14 - 18, 2016

CFESA WORLD HEADQUARTERS & GLOBAL TRAINING FACILITY



2015 CFESA FALL CONFERENCE

& second biennial award banquet

NETWORKING

LEARNING

GROWING

& A LITTLE BIT OF DANCING

As we wrap up the 2015 CFESA Fall Conference, we wanted to first and foremost thank everyone that came out and attended this year's conference in Boston, Massachusetts.

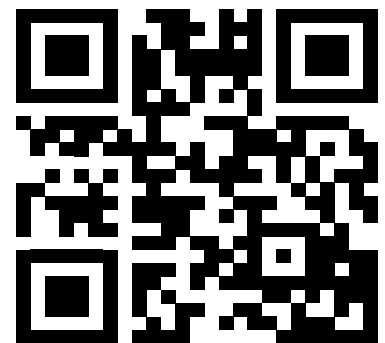
This conference saw record attendance and we could not have imagined a more successful event. We did our best to bring in a diversified set of speakers from different facets of the industry to help shed light on unique perspectives from around the industry.

Bruce Hodge kicked off the conference with the YEC meeting, geared at educating and bringing new trends to the forefront. Allison Rhyne helped shed light on the charitable arm of the NRA and asked our membership to also get involved. We had our customer retention panel that

helped open the lines of communication between segments of the industry for the betterment of the customer. We wrapped up the conference with back to back sessions starting with Bill Cassidy teaching how to manage teams more efficiently, Flemming Scott helping to negotiate and handle conflict resolution more successfully, Terrance Resnick helps us better understand succession planning and management transitions while Arnold Kimmons capped off the conference sessions with effective strategic planning .

CFESA would like to send a special congratulations to all of the CFESA Award winners. We hold a biennial award banquet, this year marked the second occurrence of this spectacular evening.

For additional photos visit:
<http://bit.ly/1FWuxaq>



SCAN THE ABOVE QR
CODE FOR ALL OF THE
CONFERENCE IMAGES



DEDICATION TO TRAINING AWARD:
Bill Findlay of Unified Brands



MOST ENGAGED MEMBER AWARD:
Joe Pierce of Pierce Parts & Service



OUTSTANDING SUPPORT FROM ALLIED ASSOCIATIONS / PRESS / INDUSTRY:
Charlie Souhrada of NAFEM



OUTSTANDING CUSTOMER SERVICE / TECHNICIAN AWARD:
Cecil Blake of Authorized Commercial



RON ARRINGTON ADVOCACY AWARD:
Tina Reese of Commercial Appliance Parts & Service, Inc



MANUFACTURER PARTNERSHIP AWARD:
Hatco Corporation (Gary Kramer)

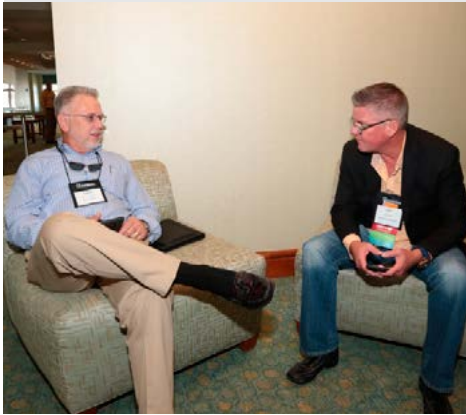




FALL CONFERENCE



RECAP PHOTOS



FALL CONFERENCE



RECAP PHOTOS

OUR TRAINERS ROCK!

A R Repairs Baker's Kneads – Anthony Rapanotti



I visited the new CFESA Global Training Facility during its inaugural EGS&W training sessions. While I was there I had the opportunity to speak with a number of participants and get their first-hand opinions on the courses and the facility. To my delight, their responses couldn't have been better. In fact, the only negative that anyone expressed was a desire for additional classes and possibly a more advanced course.

The first day I was there I sat in each class-room and audited the class content. I have to tell you, our trainers blew me away—they were teaching things that I had long forgotten. Being a Master Certified Tech myself and having one of our CFESA Trainers, Tom Slack, on my staff I haven't sent anyone to the CFESA training in some time. I've always felt that we did an adequate job of training techs ourselves. However, after donating my time and money to the opening of the facility, I decided to put my money where my usually big mouth was and sent two of our apprentices for training. And as it turned out, I couldn't have been more wrong—the knowledge and training that they received was insurmountable.

On my second day we asked the trainers to leave each classroom for a couple of minutes to allow me to address the students and ask for their sincere opinions and impressions on the training. Again, the feedback I received was incredibly positive. Other than the desire for more classes, the only remotely negative comment I heard came from the last group to go through electrical training. They felt that it would have been beneficial to have electrical training first because it is pertinent to all other courses. The current organization of the classes has different groups shifting between gas, water, electrical, and steam training every two days. I brought up the concerns with our trainers and not only did they agree, but



HOW DOES NFPA70E AFFECT YOU?

Commercial Parts and Service Inc – Jeff Sliter

FIRST OF ALL, WHAT IS NFPA70E?

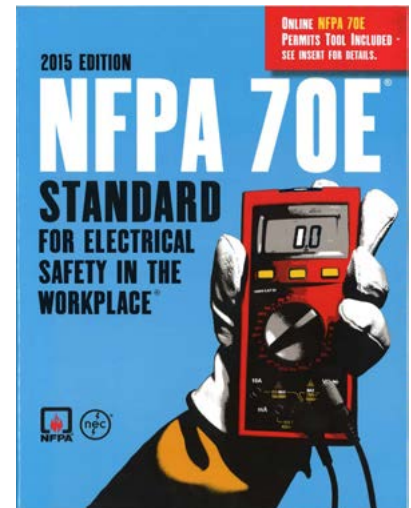
The NFPA70E is a standard or code set in place by the National Fire Protection Association by OSHA's request to set a compliance guideline for OSHA codes 1910 subpart S and 1926 subpart K. In 2015, the portion of the code that deals with Personal Protective Equipment, or PPE, was updated.



SO GREAT, YOU KNOW WHAT THIS IS NOW, BUT HOW DOES IT AFFECT YOU?

When you or your technicians are troubleshooting live equipment, they may or may not be in compliance with this code which puts them in violation of OSHA's guidelines. If you're not following the correct PPE requirements set forth in the code and an accident occurs or someone from OSHA is on a jobsite where you're troubleshooting live equipment, this could open you or your company up to violations and fines.

This code is updated every three years by the NFPA and the 2012 version of this code featured a PPE category of 0, which specified long sleeve shirts, pants, safety glasses, hearing protection, and leather gloves as needed. The 2015 update on the code eliminates this PPE category of 0 and sets the minimum category for PPE at a category 1. The guidelines for these categories are broken down by the potential for calories of energy discharged by an arc flash at different voltages. As to their code and voltage guidelines per table 130.7(C)(15)(A)(a), any kind of work on circuits charged with below 120V, no PPE is required. When you step up to voltage above 120V up to 240V, this puts you in a PPE category 1 for clothing rated at 4 cal/cm². This category requires the following clothing and equipment must be worn: arc rated long sleeve shirts, pants or coveralls, face shields, hardhats, safety glasses, hearing protection, heavy-duty leather gloves, and leather footwear. Any voltage greater than 240V up to 600V puts you in a PPE category 2, which for the most part is the same type of equipment that is required in category 1, save for the fact that the clothing and equipment must be a rated for category 2 which has an energy rating of at least 8 cal/cm².



This code also covers a wide array of issues that we all deal with on a daily basis as well, such as lockout /tagout procedures and what types of tools are required for live troubleshooting. I would highly recommend reviewing the code on the NFPA's website (<http://www.nfpa.org/>) and finding out what you're doing to be in compliance. Another good source of information can be found by speaking with an OSHA representative or someone from your workers compensation firm. In the end, it could save you a lot of money or more importantly, an employee's life.

As I'm writing this article, we are in the middle of our first EGS&W class being held at CFESA's new World Headquarters & Global Training Facility. It has been an event packed week already. Most of the trainers arrived on Saturday and started right to work putting their training rooms in order. They worked until dark and came back early the next morning. On Sunday we had a lively meeting discussing the training program; with everyone expressing their excitement over the possibilities for the future now that we have a permanent location.

During the meeting we set the date for the next EGS&W course, which will be held the week of February 22 – 27, 2016. If you are interested in attending or sending someone, please get started now on the pre-requisite for the course, as it does take a while to complete. If you have any questions about training classes, you may always email me (Linda Riley at LRiley@cfesa.com) or call 336.601.9147, opt 3 during my office hours of 7 AM – 3 PM EST.

The first students walked through the door on Monday at 7:45 AM and the comments were all positive. Later in the morning the Cutting of the Ribbon Ceremony for the first EGS&W class with CFESA's President, Paul Toukatly, took place. We were fortunate the sun came out after many days of rainy weather and were all able to gather at the front of the facility for it.

Twenty-two companies are participating in the first EGS&W class, with six of them sending several employees. The technicians are experiencing power point presentations, videos, and demonstrations, all the while taking notes; then getting a chance to put into practice what was just discussed. The instructors make sure everyone works on the equipment throughout the course. No one sits back and just watches.

During this training session, we are fortunate to have the following CFESA certified trainers leading the classes:



Electric: Dan Reese from TriMark Strategic, Paul Pumputis from Duffy's Equipment Services and John Schwindt from Hawkins Commercial Appliance

Gas: David Duckworth from Commercial Kitchen Parts & Service and Bill Findlay from Unified Brands

Steam: Frank Gorman from Cleveland Range, Mark Manganiello from Market Forge and Tom Slack from A R Repairs Baker's Kneads Inc

Water Quality: Steve Craig from Pentair-Everpure

Already looking to next week, Manitowoc has scheduled to use the training facility and be the first company to hold manufacture training classes for their ASAs. We applaud them for their vision and support of the CFESA training facility and are encouraged by the tremendous response they have received, exceeding their attendance target.

If your company is interested in also using the CFESA facility for meetings and/or training, please contact Heather Price at hprice@cfesa.com or call 336.646.4700, opt 2.

Keep looking for announcements from CFESA Headquarters regarding upcoming training and events to be held.



CFESA IS MOVING AHEAD, AND WE WANT YOU TO

JOIN US ON THE JOURNEY,

OUR TRAINERS ROCK! CONTINUED

Continued from page 8

they are already working on a solution. In the future, the electrical trainers will come in on day one and teach the entire group and afterwards the students will then rotate through gas, water, and steam training. I was impressed by how quickly they came to this solution.

Man, our trainers really rock! So if you've been on the fence about sending your techs to ESG&W training for any reason, **trust me it's well worth the time and the money.**

Anthony Rapanotti
CFESA Board Member
A R Repairs Baker's Kneads Inc.

INDUSTRY NEWS CONTINUED

VULCAN AND ITW ANNOUNCE NEW LEADERSHIP APPOINTMENT IN CHAIN & RETAIL DIVISION

Mihyar Mohamed has been appointed vice president and general manager of the North America Cooking Chain & Retail division for Vulcan and the ITW Food Equipment Group.

- Foodservice Equipment & Supplies

MIDDLEBY ADDS ANOTHER RESIDENTIAL COOKWARE MAKER

The Middleby Corp. will acquire AGA Rangemaster Group, a British manufacturer of residential kitchen equipment including ranges, ovens and refrigeration, for about \$200 million.

- Foodservice Equipment Reports

FCSI-THE AMERICAS LAUNCHES STUDENT COMPETITION

The Foodservice Consultants Society International - The Americas Division (FCSI-TA) has launched its first-ever student competition. Those wishing to enter the 2016 FCSI-TA Student Competition will develop an innovative project related to the hospitality industry, hotel business or foodservice industry for a chance to win a \$5,000 scholarship.

- Foodservice Equipment & Supplies

GAVEL CONTINUED

Continued from page 4

facility, to say they were happy and impressed would be a huge understatement. After the initial tours they got right to work, most had come straight from traveling, without even stopping to check in at our hotel. Work went on well after the pizza supper that we had brought in. They were back at it on Sunday morning, working until 7:00 PM to make Mondays class a success. Their pride in this new facility is truly inspiring. Thanks Paul Pumputis, Dan Reese, John Schwindt, John Orr, Tom Slack, Mark Manganiello, Frank Gorman, Steve Craig, Bill Findlay and Dave Duckworth. Of course no list of people to thank would be complete without Linda Riley. Linda has the unenviable task of travel arrangement, meals, as well as the thousand other detail that come up for all the CFESA trainers and the students. Linda works tirelessly to make sure every detail of our training goes well. Thanks Linda! Believe me, the training center is in good hands.

By the time this goes to print, we will have also hosted our first manufacturer lead training. On October 12th, Manitowoc brings six of their lines in to train on. Utilizing all four of our class rooms, they will have Frymaster, Garland, Lincoln, Cleveland, Convotherm, and Merrychef training. This will be a true test of our new facility, with only one day to turn from CFESA's EGS&W to Manitowoc's lines, the pressure is on, but knowing the CFESA team, it will be smooth as silk.

There are several more training classes already scheduled and once we have our legs under us, we can really start to utilize the center to its fullest.

Thanks to all of you who made this possible, stop in and see your building. If there or members who still want to contribute, and may not have been able until now. We would still gratefully accept whatever financial support you can offer.

Paul Toukatly

EXEC DIRECTOR'S MESSAGE CONTINUED

Continued from page 5

We are proud to see the CFESA membership continue to grow and increase in participation. If I may answer any questions you have in reference to your membership or provide information please feel free to contact me directly.

Heather Price



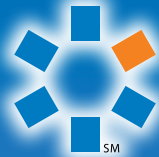
COMPANIES WITH TECHNICIAN CERTIFICATIONS IN JULY / AUGUST 2015

AIS COMMERCIAL PARTS & SERVICE INC	ECOLAB EQUIPMENT CARE (EEC/GCS)	KEY FOOD EQUIPMENT SERVICES LTD
ASC1 INC	EMR SERVICE	KITCHENTECH INC
ATECH INC	FES - FOOD EQUIPMENT SERVICE	MIDWEST FOOD EQUIPMENT SERVICE INC
COMMERCIAL APPLIANCE SERVICE INC	GENERAL PARTS GROUP	R & B COMMERCIAL SERVICE INC
COMMERCIAL KITCHEN PARTS & SERVICE	GOODWIN TUCKER GROUP	SAFECARE
COMPLETE RESTAURANT REPAIR INC	HAGAR RESTAURANT SERVICE	SAM SERVICE INC
DAY & NITE/ ALL SERVICE	HI-TECH COMMERCIAL SERVICE	SERVICE SOLUTIONS GROUP
	K&N MANAGEMENT	WHALEY FOODSERVICE

To support quality service, CFESA has a program in which technicians are tested and certified only upon successful completion of an exam. Our technicians are awarded seals of excellence in electricity, gas, steam or refrigeration and given certificates noting their CFESA Certified Technician status in that area. Once a technician has passed 3 of 4 tests, they are awarded a Master Technician Certification. The CFESA Certified Master Technicians are among the most knowledgeable technicians in the industry. Restaurant owners and foodservice managers alike recognize the value of a highly educated technician when they request a CFESA Certified Technician to perform their maintenance and repairs.

If you are interested in having a technician test in the area of Electric, Gas, Steam or Refrigeration you may visit the CFESA website and download the CFESA testing forms, proctor guidelines and other important documents that relate to the CFESA testing programs. As a reminder, we now offer Online Testing for your convenience. You may also contact Testing Administrator Linda Riley at CFESA Headquarters at 336.346.4700 or via email at Lriley@cfesa.com.

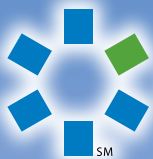
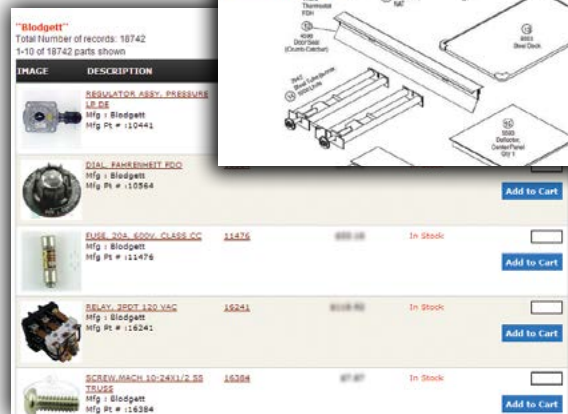
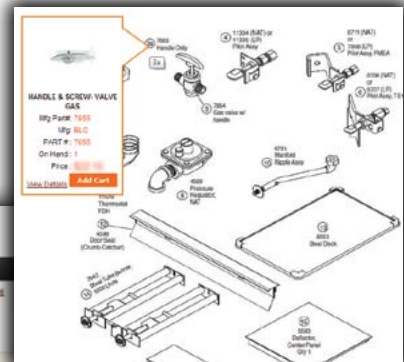
Comprehensive Tools for Servicing the Food Service Industry



E2

Customized Customer Websites with Account-Specific

- Equipment manuals
- Parts pictures
- Exploded views
- Service bulletins
- Model images
- Real-time availability
- Pricing



GlobalWarranty

Warranty Claim Software

- Product Warranty Registration
- Pre-Authorization Functionality
- Decrease Rejected Claims
- Connect to Field Technicians
- Field Verification of Product Warranty Authorization via Laptop, Tablet, or Smartphone
- Document and Parts Management

Mfg	Ref #	SA Name	Serial #	Equip Name	Auth #
TST	866174	Service Repair IL, NE, WI, MN, IN, KS, IA, AZ	5940923001	David Beay	95725310
TST	866173	Commercial Repair IL, NE, WI, MN, IN, KS, IA, AZ	1343763-000	David Beay	94038415
TST	866055	Standard Commercial	1287360-010	Daniel Emanuelson	3664395
TST	866054	Commercial Repair, Co.	1299668-010	Daniel Emanuelson	29837487
TST	060030	Repair All	1267954-000	Daniel Emanuelson	15496026
TST	865966	Commercial Appliance	W227747-1-1	Kathy Monroe	22160285
TST	865932	Commercial Fix	1306285-000	Kathy Monroe	45870603
TST	865931	Commercial Service	1329506-000	Kathy Monroe	23993605

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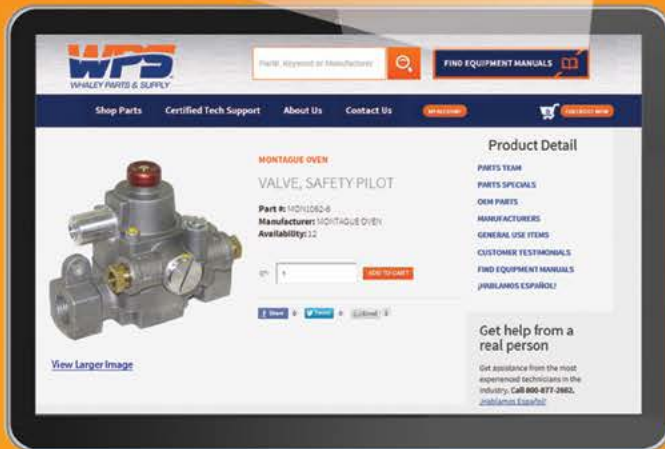
Cool Tools

- *GPS Monitored and Dispatched Vehicles Greatly Increase Efficiency Throughout the Service Call Process*
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- *Fully Stocked Vehicles - A Traveling Warehouse!*
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