



ON TARGET

OFFICIAL PUBLICATION OF THE COMMERCIAL FOOD EQUIPMENT SERVICE ASSOCIATION

NOVEMBER - DECEMBER 2015

ONE FOR THE BOOKS

By PAUL TOUKATLY

YES, YOU ARE QUALIFIED

By HEATHER PRICE

2016 TRAINING SCHEDULE

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ON THE MENU

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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 Stephen Medlin at CFESA Headquarters: Toll Free 877-414-4127 or via email at smedlin@cfesa.com.

Commercial Food Equipment Service Association

3605 Centre Circle • Fort Mill, SC 29715
336-346-4700 (p) • 336-346-4745 (f)
www.CFESA.com



As 2015 comes to a close, we have a couple of choices. We can rest on our laurels after what can only be described as an extremely rewarding and fulfilling year, or we can look forward to what lies ahead. Personally I am very tempted to rest, it's been a great year, a busy year, and a year when we reached our goals faster than I thought possible. As tempting as resting might be, there is still much to be done in the coming year, and we have to get ready to meet the challenges ahead.

Continued shake-ups at our manufacturing partners always leave us with questions about the future. New ownership and/or new management can set companies off in directions that are unanticipated in the service community. Just when we think we have a handle on the latest changes, the entire system could and probably will change again. Over the past few years, many manufacturers have made sweeping changes in their warranty, parts distribution, and service networks. New people and new ownership sometimes decide that those changes were not a beneficial as first thought and either revert back to the original systems, or institute another plan. As service providers we need to stay nimble to meet these potential changes.

Extended warranties continue to be a hot topic. Many manufacturers now have warranties that are far beyond the industry standard of one year. While many service companies were able to adjust to a two year warranty, lengthening warranties to three, four, or five years will have serious consequences for service providers. If manufacturers can not, or will not, make adjustments in warranty reimbursement to their service networks, they may find that those networks begin to degrade. There are numerous plans that have been proposed. I have spoken to a number of my CFESA brothers, and although we cannot act as a group under CFESA's banner, it is not prohibited to see what ideas other service companies have. I would encourage all of you to talk to each other, and to our friends in the manufacturing community, communication is the key to overcoming the obstacles that extending warranties cause.

CFESA's World Headquarters and Global Training Facility is up and running, and thanks to your generosity it is nearly paid for. We have hosted a number of our own schools as well as manufacturer training. The new year promises to be busy with many dates already booked. It's important that we take advantage of the training that will be offered. With memberships support we built a world class facility, we now need to be sure that it's utilized to its fullest.

One of the initiatives that I have continued which was started by previous Presidents, Scott Hester and Joe Pierce, is the cooperation between CFESA and our allied foodservice partners. NAFEM, FEDA, FCSI, MAFSI and CFESA have all been working together to improve the equipment experience for our shared customers. That relationship has begun to be very fruitful. In 2016 we will

continued on page 7





The call for interest notice was sent out today for CFESA Board participation. This is an exciting year coming up as we will have a changing of the guard with a new President being elected. This will mark the third President that the membership will have voted into office.

I know many times people belong to an association or club and the thought never crosses their mind about being on the board, or they are unsure if they are qualified. My answer to that question is "YES" you are qualified. Take into consideration the many decisions and situations you deal with on a daily basis in just running your company. The skill set that you bring to that position translates very well over to a board position. Diversity is what makes a strong board and I hope you take the time to think it over and toss your name in the hat for the 2016 elections.

Qualifications:

1. Voting member representative
2. Attend all CFESA Conferences (two per year)
3. Attend committee meetings (approximately two per year)
4. Volunteer for committee projects and actively participated in committee meetings
5. Must be willing to commit considerable time and talent
6. Good listener who is tolerant of divergent viewpoints
7. Skilled at working as part of a team (determined by committee involvement)
8. Able and willing to place CFESA's purposes and interest above his or her own professional and personal interest when making decisions on behalf of the membership as a board member
9. Believe in the Mission and Vision of CFESA

The deadline to submit your interest form is Thursday December 31, 2015. Once all the applications are received they are reviewed by the Nominating committee for the final selection of candidates to be placed on the slate. The elections will take place during the membership meeting at the 2016 Spring Conference held in May at the InterContinental Hotel in Chicago. Please contact me at Hprice@cfesa.com if you have any questions in reference to the process.

In closing I would like to wish everyone and their families a safe, healthy and happy holiday season!



Heather Price

NEW CFESA MEMBERS

NEW VOTING MEMBER

CITY FOOD EQUIPMENT

901 Oakton St. / Elk Grove Village, IL 60007
Dean Anderson
dean@cityfoodequipment.com

NEW ASSOCIATE MEMBERS

BURLODGE USA

3760 Industrial Drive / Winston-Salem, NC 27105
Joe Oliva
joliva@burlodgeusa.com

HONEYWELL

1985 Douglas Drive / Golden Valley, MN 55422
Jason Korstad
jason.korstad@honeywell.com

NEW AFFILIATE MEMBERS

ATHENS COMMERCIAL KITCHEN SERVICE CO. INC.

38-11 Ditmars Blvd. #729 / Astoria, NY 11105
Archie Elias
ackservicenyc@gmail.com

BSC SERVICES INTERNATIONAL

PO Box 5020 / Somerville, NJ 08876
Bryan Butensky
bbutensky@butenskyservices.com

GEORGIA AIR & REFRIGERATION INC

135 Stanley Ct. Suite 108 / Lawrenceville, Ga 30046
Michael Bond
mike@gahvacr.com

IN MEMORY

WILLIAM (BILL) GALBRAITH

Bildon Parts and Service, Inc., Co-Founder William (Bill) Galbraith (87 years of age), passed away Sunday November 22, 2015. Bill along with partner Donald Swanson incorporated Bildon Appliance Parts & Service, Inc. on May 1, 1969.

Bill is survived by his wife Rita and sons, James Galbraith, Gary Galbraith and his wife Lisa, Peter Galbraith, Robert Galbraith and his wife Trisha and 5 grandchildren.

Honorary donations may be made to the American Lung Association.

IRENE HODGE SYKES

Mrs. Irene Hodge Sykes, of Charlotte, NC passed peacefully at her residence Friday December 4, 2015. Irene and her husband Thomas H. Sykes started Authorized Commercial Equipment located in Charlotte, NC in 1950. Upon her husband's passing Irene took over the business, becoming one of the first female owners of a service company in CFESA (Commercial Food Equipment Service Association). Authorized Commercial Equipment has been a member of CFESA since 1976 and Irene served as Secretary on the Board of Directors.

Mrs. Irene Sykes was preceded in death by her husband Thomas H. Sykes. She is survived by her daughter Shannon Lee Sykes and her fiancé Troy Wayne Gerald of the home, and her son John Richardson Sykes of Charlotte. The family has asked that donations be made to the CFESA World Headquarters and Global Training Facility Sponsorship Fund.

TECH-24 ACQUIRES SERVICE SOLUTIONS GROUP

Tech-24, a national leader in commercial foodservice equipment repair, has acquired Service Solutions Group. SSG is a foodservice equipment repair company owned by Franke Foodservice Systems, based in Smyrna, TN and active in 23 markets across the country.

CFESA WELCOMES A NEW TEAM MEMBER

Stephen Medlin

Director of Marketing

smedlin@cfesa.com

336-346-4700

Opt. 4



INDUSTRY NEWS

DOMINOS UNVEILS ITS NEW DELIVERY VEHICLE

Domino's and Crispin Porter + Bogusky have unveiled a pizza delivery car called DXP (Delivery eXPert) that's fitted with a warming oven and has the capacity to transport 80 pizzas and extras. One hundred of the customized Chevrolet Spark vehicles are being produced and will hit the streets in by the end of the year.

-ADWEEK



FCSI THE AMERICAS
**STUDENT
COMPETITION
2016**

Win \$5000!
Develop an innovative project related to the hospitality industry, hotel business or foodservice industry for a chance to win \$5000!


FOODSERVICE CONSULTANTS SOCIETY INTERNATIONAL
THE AMERICAS
fcsi.org • 309-808-2165 • studentcomp@fcsi.org

2016 FCSI-TA STUDENT COMPETITION

Foodservice Consultants Society International The Americas (in conjunction with its regional chapters and student chapters) is holding a competition for students in colleges, universities and culinary schools across the Americas Division. Develop an innovative project in relation to the hospitality industry, hotel business or culinary arts for a CHANCE TO WIN A \$5000 Scholarship!

[HTTP://FCSI.SITE-YM.COM/?TASTUDENTCHAPTERS#COMPETITION](http://fcsi.site-ym.com/?TASTUDENTCHAPTERS#COMPETITION)

THE PRESIDENT'S GAVEL (CONTINUED FROM PAGE 4)

continue to build even stronger friendships. Toward that end, I will be attending the MAFSI conference in January, NAFEM's meetings in February, FEDA's conference in March, and FCI in April.

In May, CFESA will be meeting at the National Restaurant Association Show in Chicago. During that conference, you will have the chance to elect a new president, as well as three directors. The momentum that CFESA has built up over the last few years needs to be kept rolling. It is very important that you make your voice heard. Run for the Board of Directors. Run for the Executive Board. Vote! CFESA is your organization, if you don't participate, if you don't make your voice heard, if good people don't get involved, we all suffer. I urge you to run, as I've repeated over and over during my time as your president, "CFESA is only as strong as our members make it".

Have a great 2016!

Paul Toukatly

2016 SPRING CONFERENCE

MAY 19 - 20 CHICAGO IL



INTERCONTINENTAL CHICAGO

505 North Michigan Avenue
Chicago, IL 60611

PHONE: 800-628-2112 or 312-944-4100



CFESA ROOM RATE:

Grand Tower: \$245.00

Executive Tower: \$265.00

*price does not include tax & gratuity.

ROOM BLOCK: TW8

Use "Book your hotel room now" link at
www.CFESA.com/spring2016.asp

WEB: <http://www.icchicagohotel.com/>

HOTEL CUT-OFF DATE: April 11, 2016

CHECK IN: 3:00 pm

CHECK OUT: 12:00pm

REGISTRATION CUT-OFF DATE: April 18, 2016

CFESA MEMBERS: \$700

NON-CFESA MEMBERS: \$800

CFESA MEMBER SPOUSES: \$400

NON-CFESA MEMBER SPOUSES: \$500

SPONSORSHIPS

Sponsorships opportunities are available. Visit the 2016 Spring Conference page for complete details.

2016 FALL CONFERENCE

OCTOBER 26 - 28 CHARLOTTE NC

THE BALLANTYNE HOTEL & LODGE

10000 Ballantyne Commons Parkway,
Charlotte, North Carolina 28277

PHONE: (800) 325-3589

CFESA ROOM RATE: \$239

ROOM BLOCK: CFESA

Use "Book your hotel room now" link at
www.CFESA.com/Fall2016.asp

WEB: www.starwoodmeeting.com/Book/CFESA

HOTEL CUT-OFF DATE: **September 26, 2016**

CHECK IN: 3:00 pm

CHECK OUT: 12:00pm

REGISTRATION CUT-OFF DATE: **September 26, 2016**

CFESA MEMBERS: \$700

NON-CFESA MEMBERS: \$800

CFESA MEMBER SPOUSES: \$400

NON-CFESA MEMBER SPOUSES: \$500

SPONSORSHIPS

Sponsorships opportunities are available. Visit the
2016 Fall Conference page for complete details.





PROUD SPONSOR OF 2016 CFESA TRAINING COURSES

ELECTRIC, GAS, STEAM AND WATER (EGS&W)

FORT MILL, SC - CFESA GLOBAL TRAINING FACILITY

EGS&W classes will be held at CFESA World Headquarters & Global Training Facility located just outside of Charlotte, NC in Fort Mill, SC. Included with this course is the 4 hour, water quality addition. It will give your technician a step-up in their ability to install & diagnose problems with steam equipment. Don't forget there is a pre-requisite for this course. Either the Hot Side Manual and a completion test or the complete interactive online course may be ordered through the CFESA website.

Training Dates:
Feb 22 – 27, 2016

Registration Cut-off:
February 8, 2016

Training Dates:
April 25 – 30, 2016

Registration Cut-off:
April 11, 2016

Training Dates:
Oct 17 – 22, 2016

Registration Cut-off:
Oct 3, 2016

Qualifications:

Complete the pre-requisite material & pass the ending test with a 70% or better

Register:

CFESA.com/egsw.asp

Contact:

Linda Riley
336-346-4700
LRiley@CFESA.com

REFRIGERATION TRAINING

FORT MILL, SC - CFESA GLOBAL TRAINING FACILITY

Refrigeration Training Class is a six day course specifically designed to cover the basic principles of commercial refrigeration repair. The course focuses on introductory concepts including the basic operation of commercial refrigerators, freezers, ice machines, defrost mechanisms, compressors and electrical circuits. Topics covered include the laws of refrigeration, compression cycle, latent and sensible heat, methods of heat transfer, and methods of cutting, bending, and torching tubing.

Training Dates:
March 14 – 18, 2016

Registration Cut-off:
February 29, 2016

Training Dates:
Oct 31 – Nov 4, 2016

Registration Cut-off:
October 17, 2016

Qualifications:

Have a CFESA Electrical Certification or be approved by CFESA HQ and have EPA recovery line I & II

Register:

CFESA.com/refrigeration.asp

Contact:

Linda Riley
336-346-4700
LRiley@CFESA.com

MANAGEMENT & TRAINING RECAP, LINDA RILEY

This year's Management class, which was held Oct 20 – 22, 2015, had a good mixture of office, middle and upper management representation. There was lively participation among the 23 managers from 16 companies, including experiential stories and activities.

This class introduced our newest trainer, Philip Kaiser from Ecolab Equipment Care's HR department. He and Bruce Hodge, from General Parts, have melded their teaching styles well, and we look forward to what this team comes up with for the two Management classes that will be offered in 2016.



Our two Refrigeration instructors, John Orr (RSI) and Jeff Stake (General Parts) were excited about holding their first class at the new CFESA World Headquarters and Global Training Facility November 2 – 6, 2015. They first worked together last year, when the Refrigeration course was held in Dallas, TX at a local hotel's conference room. Being in our own facility has opened more opportunities for equipment use and expansion of topics into the beverage side of the industry. Thanks goes to Day & Nite/All Service for donating 9 compressors for use during class.



HEADQUARTERS SPONSOR COMPANY SPOTLIGHT: GENERAL PARTS GROUP

General Parts was founded in 1939 by the Joe Landy family in Minneapolis, MN. We began as a domestic appliance service center and parts center. Although we predominantly serviced domestic appliances, we also worked on early commercial foodservice equipment such as Toastmaster, GE, Wells and Savory and Jet Spray. Over time, we grew to 5 locations in the upper Midwest. For the next 30 years, we continued to focus household appliances, providing only shop repair services. At that time, we had no service vehicles on the road.

In 1969, the Landy family sold the company to John and Cheryl O'Shaughnessy. Completely new to the service business, John was a quick study and looked for new and different ways to expand and grow the business. I was working as a part time employee at the time while in high school and John took me under his wing, and became my lifelong mentor and friend. Eventually, in 2001, John and Cheryl made me a minority partner in General Parts.



In 1970, John began to recognize a gradual shift in our business, from domestic appliance repair, to a growing demand for more qualified companies to repair commercial foodservice equipment. This shift coincided with the rapid growth of fast food restaurant chains throughout the country. After meeting with Bill Eichenauer and other founding members, he joined CFESA while it was still in its infancy. While we continued to provide parts and service for small appliances, it was clear that our future was eventually going to be in commercial foodservice equipment repair. Through his networking and contacts at the CFESA conferences, he continued to grow the commercial side of our business and shortly thereafter, we had our first service vehicles on the road.

In 1981, a tornado struck and destroyed our main branch office in Minneapolis. As we began the rebuilding process, the decision was made to exit the domestic appliance business and focus all of our resources on commercial foodservice equipment. With that decision came others, namely to close operations in Sioux Falls, SD and Sioux City, IA and open in larger markets such as Kansas City and Milwaukee. These two operations were started as joint ventures with Bill Eichenauer, but John eventually bought out Bill's interest in 1988. The company continued to grow in existing markets and became known for quality service and commitment.

In 2002, General Parts was the first service agency in the country to meet industry requirements and became CFE-SA's first 'Certified Company'. For decades, General Parts has been viewed as an industry leader and has consistently demonstrated a professional approach to the foodservice industry.

The last decade has been one of rapid growth and expansion through acquisition and organic branch start ups. From that humble beginning almost 77 years ago, we now have 24 full service branches, provide service coverage in all or parts of 27 states with a fleet of 175 service trucks on the road daily. Despite our size, we continue to be customer driven, and employee oriented. Our high employee retention rate and the continuous investment in training, ensures that we respond to our customers' needs with the most qualified and professional people in the industry.

From that first day of membership, we have been a proud member of CFESA, with both John and me serving as President of the Association, as well as officers and directors. The organization continues to receive our full support by way of teaching seminars, speaking engagements, providing certified trainers, committee service, and financial sponsorship of our global training facility. We look to CFESA to help develop the next generation of young leaders both for our company and the industry.

I truly believe that our investment in CFESA has been a major factor in our growth, and who we are today. The natural contacts and relationships formed through the association over the years have made us a better company, and one that I believe is well respected within our industry.

Bruce Hodge -President

REMINDERS & UPCOMING EVENTS

As 2015 draws to a close there are still a few things we would like to remind you of...

- Please submit all November & December recertification documentation as soon as possible.
- Certification testing costs will increase in 2016. You can still buy credits at 2015 price until Dec. 31.
- Last but not least, don't forget to have a safe and happy holiday season.

MAFSI's 2016 Conference

JANUARY 13-16, 2016
JW MARRIOTT DESERT RIDGE RESORT AND SPA
PHOENIX, ARIZONA

2016 FCSI Nashville Conference

APRIL 14-16, 2016
LOEWS VANDERBILT
NASHVILLE, TENNESSEE

NAFEM 2016 Meeting & Management Workshop

FEBRUARY 19-22, 2016
INTERCONTINENTAL SAN JUAN RESORT & CASINO
SAN JUAN, PUERTO RICO

CFESA Spring 2016 Conference

MAY 19 - 20, 2016
INTERCONTINENTAL CHICAGO
CHICAGO, IL

RFMA 2016 Annual Conference

MARCH 13-15, 2016
GAYLORD OPRYLAND RESORT & CONVENTION
CENTER
NASHVILLE, TN

NRA Show 2016

MAY 21 - 24, 2016
MCCORMICK PLACE
CHICAGO, IL

FEDA 2016 Convention

MARCH 30 - APRIL 3, 2016
JW MARRIOTT STARR PASS RESORT & SPA
TUCSON, AZ

CFESA Fall 2016 Conference

OCT. 26 - 28, 2016
BALLANTYNE HOTEL & LODGE
CHARLOTTE, NC

CFESA continues to give back to the service community. Teaming up with The National Restaurant Association Educational Foundation (NRAEF) who will open the application process for its 2016 merit-based scholarships on Dec. 15. Awards range from \$1,750 - \$10,000, and are available for students as well as educators interested in advancing their knowledge of the restaurant and foodservice industry. Among these scholarships, will be the CFESA Service Excellence Scholarship, for two individuals that show a propensity for technical or mechanical work within the foodservice industry, as well as a commitment to customer service and entrepreneurial spirit.



All NRAEF scholarship applications will be accepted between Dec. 15, 2015 and June 7, 2016. To apply as well as access additional information on available scholarships, visit www.nraef.org/scholarships.

Student scholarships are awarded for postsecondary study in a variety of industry specialty areas, including culinary arts, business and entrepreneurship, marketing, restaurant and foodservice management, supply chain management, viticulture and hospitality, travel and tourism.



Educator scholarships cover expenses to attend the NRAEF's Summer Institutes, week-long workshops that give culinary-focused educators cutting-edge culinary arts skills they can apply to their classrooms.
























COMPANIES WITH TECHNICIAN CERTIFICATIONS IN SEPTEMBER & OCTOBER 2015

A R REPAIRS BAKER'S KNEADS	EMR SERVICE	KITCHEN TECH INC
AIS - APPLIANCE INSTALLATION & SERVICE OF BUFFALO	GARY'S EAST COAST SERVICE INC	MID-SOUTH MAINTENANCE OF TN INC
BUTENSKY SERVICES CO INC	GENERAL PARTS GROUP LLC	PINE TREE FOOD EQUIPMENT INC
COMMERCIAL KITCHEN PARTS & SERVICE	GOODWIN TUCKER GROUP	SAFECARE
ECOLAB EQUIPMENT CARE (EEC/ECS)	HAGAR RESTAURANT SERVICE	SERVICE SOLUTIONS GROUP
	JENSON REFRIGERATION INC	WHALEY FOODSERVICE REPAIRS INC
	K&N MANAGEMENT	

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.

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Warranty Claim Software

- | File | Ext | SA Name | Serial | Leads Name | Auth |
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| TST | 000170 | Commercial Repair
S, M, VC, HX, H, KZ | 000000001 | David Barry | 00T00010 |
| TST | 000170 | Commercial Repair
S, M, VC, HX, H, KZ | 000000000 | David Barry | 00T00010 |
| TST | 000170 | Standard Commercial | 000000000 | David Emanuelson | 00T00010 |
| TST | 000170 | Commercial Repair, CA | 000000000 | David Emanuelson | 00T00010 |
| TST | 000170 | Repair All | 000000000 | David Emanuelson | 00T00010 |
| TST | 000170 | Commercial appliance | 000000000 | Kathy Monroe | 00T00010 |
| TST | 000170 | Commercial Fix | 000000000 | Kathy Monroe | 00T00010 |
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