

# the right news™

**HRAI**  
TECHNICAL  
PARTNER

**ACCA**  
TECHNICAL  
PARTNER

**Wrightsoft  
Corporation  
Summer 2006**

## TABLE OF CONTENTS

INTRODUCING PROFESSIONAL SERVICES	1
IT'S A DYNASTY! WRIGHTSOFT WINS	1
PROF. SERVICES MAKES A DIFFERENCE	2
ADVANCING THE INDUSTRY	2
STREAMLINED SALES PROCESS	3
CUSTOMIZED SALES SOLUTIONS	3
COME SEE US	4
TECH CORNER - DUAL FUEL	4
SUMMER SPECIAL	4

## INTRODUCING PROFESSIONAL SERVICES

Wrightsoft is now offering a full range of customization and training services for Right-Suite Residential through their Professional Services. Using a company's database of parts and assemblies, Professional Services can assist with setting up a complete bill of materials, professional sales proposals, libraries of commonly used parts and preferences, and templates for similar projects. In addition, this service can also include on-site training and walkthroughs to educate about the process of customization and using the program.



Professional Services was launched to make it easier to take full advantage of the customizable features of the software. If you are eager to start using your Right-Suite program, but have not been able to devote time to customizing the software, Professional Services may be a solution for your business.

## IT'S A DYNASTY! WRIGHTSOFT WINS 3 IN A ROW



Marking an unprecedented third consecutive win in the ACHR News Dealer Design Awards, Wrightsoft has again been selected by a panel of 45 independent contractors for Excellence in Product Design. The Gold-Winning Uponor System Design Software (USDS) is a complete radiant design program built upon the Right-Suite platform and customized with Uponor's design standards, parts takeoff lists, proposals, and in-home selling capabilities.

"This win not only signifies the program's acceptance in the marketplace, but it also highlights our relationship with Uponor," said Chris Edgren, Vice President of Sales & Marketing, Wrightsoft.

"We truly value our partnership with Wrightsoft and are pleased that USDS fully encompasses our design conditions and the latest radiant technologies to create such a high quality radiant loop layout," stated Jan Andersson, Heating Product Manager, Uponor North America. "Wrightsoft not only helps our customers save valuable time and money, but we can confidently say that there is no other product on the market that can produce such a high caliber design like USDS."



**wrightsoft™**

THE LEADER IN HVAC  
DESIGN AND SALES SOFTWARE

## Professional Services Makes a Difference

Conditioned Air, a Bryant and Trane dealer, needed a single solution to improve their estimating department's productivity.

Wrightsoft got the call, and through its Professional Services, was able to incorporate Conditioned Air's parts, take-off and costing rules according to their business requirements. On-site training was also provided to ensure a thorough understanding of the process.

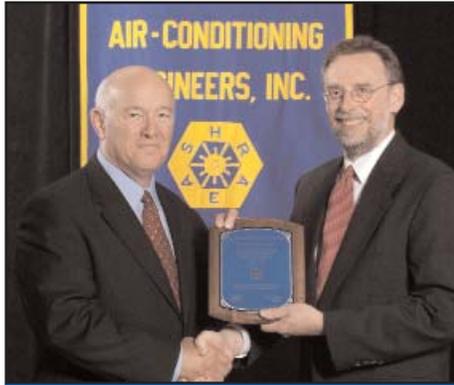
As a result of the support offered through Professional Services, Conditioned Air immediately increased the efficiency and accuracy of their estimating department by 25%.

"Overall, Professional Services was outstanding, doing what it took to get the job done. I was very impressed."



Estimating Team  
Conditioned Air Corporation • Naples, FL

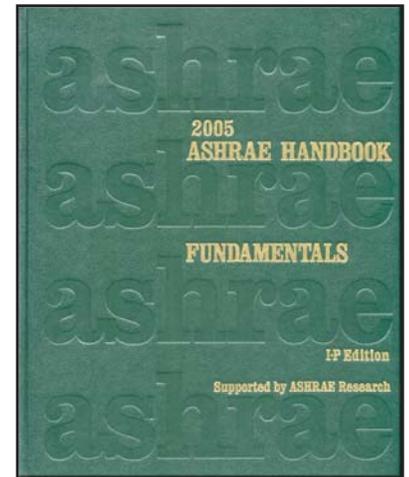
## ADVANCING THE INDUSTRY WITH AWARD-WINNING EXPERTISE



Lee Burgett, ASHRAE President, presents Charles "Chip" Barnaby, Wrightsoft's Vice President of Research, with a distinguished Service Award for his numerous contributions to the society.

Charles "Chip" Barnaby, the Vice President of Research here at Wrightsoft is not only critical to the design and development of the Wrightsoft software, but is also considered an industry expert on load calculations. In June 2006, Chip was awarded the **Distinguished Service Award** for his numerous contributions to The American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE), an elite award for dedicated and long-time members. Chip has been active in the Society for over two decades and currently serves on and chairs committees on energy and load calculations, climatic information, and XML definitions for HVAC&R.

Most importantly, Chip is the **primary author of Chapter 29: Residential Heating and Cooling Load Calculations in the 2005 ASHRAE Handbook of Fundamentals**, the standard for heating and cooling load calculation methods. Chip developed and described two new residential heating and cooling loads calculation methods that use a detailed heat balance procedure. The resulting calculation and software is explained in detail in the technical paper, *The Residential Heat Balance Method for Heating and Cooling Load Calculations*. The second method is a simplified procedure for heat balance calculations using a residential load factor and can be done by hand or using a spreadsheet. This method is described in a second paper, *Development of the Residential Load Factor Method for Heating and Cooling Load Calculations*. Both papers resulted in **ASHRAE Technical Paper Awards** and the load calculation methods are being readily adopted.



ASHRAE, founded in 1894, is an international non-profit desiring to advance through research, standards writing, publishing and continuing education the arts and sciences of heating, ventilation, air conditioning and refrigeration (HVAC&R) to serve humanity and promote a sustainable world.

Chip's industry expertise has been a valuable asset to Wrightsoft and his knowledge has been passed on to you through the heating and load calculations engine in Right-Suite!

## Streamlined Sales Process Gets Results

"Lately, I've been bringing my laptop with me when I go to my first meeting with homeowners. I take some measurements, then we sit down and I gear up my Comfort Builder software by Wrightsoft. More often than not, I walk out with a signed contract that same day."



Bob Quierolo, Jr. and the B & B team.

Bob Quierolo, Jr. is president of B & B Heating and Air Conditioning, Inc., a growing HVAC company based in Stockton, California. Before using the Comfort Builder program, Quierolo would visit a customer, making measurements and asking questions. However, he would have to return to his office to complete the Manual J calculations and proposal and then attempt to reschedule a meeting with the customer. With no software to help him, he lost many sales opportunities.

### Investing in the Future

"Purchasing the Comfort Builder program was one of the best business decisions I've made." Investing in training is too. After purchasing the Comfort Builder program, Quierolo attended a Wrightsoft training class to learn more about the software and to jumpstart his learning.

### Increasing the Close Ratio

Now, Quierolo closes approximately 75% of his sales calls and continues to improve. "Comfort Builder by Wrightsoft has helped me streamline the in-home sales process, because it gives the homeowner many, many reasons to simply move forward with me," says Quierolo.

The customization starts as soon as he arrives. The first thing he does is take a digital photo of their home, which later ends up on the front page of the proposal. He introduces himself, and proceeds to take measurements. He drops in the windows and doors, and does a block load on the home in about 20 minutes. Quierolo then uses the questionnaire to let the customer identify their needs, concerns, and priorities. "The questionnaire enables them to truly understand their options when it comes to things like air filters, humidifiers, UV lighting, etc. They sell themselves."

### Recognized Professionalism

"The real beauty of the software is how quickly I'm able to customize a proposal just for them, and how easy it is to do that in a single meeting." He prints out this proposal, along with the floor plans and load calculations, and reviews them with the customer. That is something that other HVAC contractors cannot provide and it gives B & B Heating and Air Conditioning a strong advantage over their competitors.

"What I'm discovering is that my word-of-mouth referrals are going up, too. People are impressed with my professionalism and the level of detail in my presentation and my proposal and they tell their friends about me. That feels great."

**-Bob Quierolo, Jr.**

The future looks very bright for B & B Heating and Air Conditioning. At the moment, the company is looking to hire new sales people. Within five years, Quierolo wants to have five or six service technicians, four installation crews, and two additional salespeople. And yes, he says, they will be trained on Comfort Builder by Wrightsoft.

## Customized Sales Solutions

Wrightsoft provides customized sales solutions for specific manufacturers with an extended database that includes product images and datasheets, marketing information, and company presentations. The team at B & B Heating uses the Bryant package, Comfort Builder to:

### Close the Sale Faster

B&B streamlined the in-home sales process using Comfort Builder to create load calculations, equipment comparisons, and proposals on the spot.

### Involve the Customer

The built-in questionnaire identifies the concerns of the customer and recommends accessories. Connecting the concern with a solution, customers will sell themselves on the options.

### Promote Professional Image

Printable proposals based on your recommendations and custom presentations to educate about your company will set your business apart, and could increase your word of mouth referrals.

Wrightsoft provides manufacturer versions of Right-Sales for Bryant, Carrier, Trane, Uponor, and York. American Standard, Lennox, and other versions are coming soon. Contact Wrightsoft Sales for more information.

800-225-8697  
CALL  
TODAY

**COME SEE US**

Stop by one of the following trade shows and witness the innovation behind Wrightsoft's awards!

**Comfortech**

Baltimore Convention Ctr.  
Baltimore, MD  
Sept. 13-16, 2006  
**Booth # 825**

**ISH - NA**

McCormick Place  
Chicago, IL  
Sept. 28-30, 2006  
**Booth # 1837**

**Sales & Information:**  
**(800) 225-8697**

**Technical Support:**  
**(781) 862-8719**

**Fax: (781) 861-2058**

[www.wrightsoft.com](http://www.wrightsoft.com)

[sales@wrightsoft.com](mailto:sales@wrightsoft.com)  
[support@wrightsoft.com](mailto:support@wrightsoft.com)  
[training@wrightsoft.com](mailto:training@wrightsoft.com)

**Tech Corner****Did you know...**

**You can now offer a Dual Fuel system to your customers using Right-Suite?**

**What is Dual Fuel and why is it important to my customers?**

Dual fuel is a heating and cooling system using two sources of fuel such as gas and electric, or oil and electric. It is also referred to as a heat pump or a hybrid system.

A dual fuel system can offer both energy and cost savings for the consumer by automatically switching to the most efficient and effective fuel source to maintain indoor comfort, despite spikes in fuel prices.

**How do I set it up in Right-Suite?**

To set up a dual fuel system in Right-Suite, the load calculation must be complete and the weather bin data and fuel prices must be entered on the Project Information screen.



Stephen Platka, Tech Support Team

First, open the Equipment Selection screen. From the System Type tab, select a heat pump (HP) under the Cooling options, and then the preferred Supplemental Heating type and fuel options. Finally, go to the HP tab and set your Backup Type to "HP/BU alternate" under the Controls information. The economic and capacity balance points will automatically be calculated for you and displayed on this screen.

Additionally, the operating costs of a hybrid system can be estimated and analyzed with the Right-\$ module for comparison to other, less efficient heating and cooling systems. Simply select the system from the menu for the Investment Option, or by using the Equipment Selection button.

**Summer Special**

**Upgrade** your RSR to version 6.0 at **25% OFF** the retail price or take advantage of our special pricing on every module. Contact our sales department at **800-225-8697** and reference **NS0806** to learn more. Offer valid from **August 1st** to **August 31st**.

**wrightsoft™**

394 Lowell Street  
Lexington, MA 02420