

# Cool It

Published by

**MB MASTER-BILT**  
Refrigeration Solutions

## *This Issue*

2

**WARRANTY CENTRAL: CLAIMS MADE SIMPLE**

3

**PRODUCT SCENE:**

**BLG-12HD: MAXIMIZING POINT-OF-PURCHASE,  
NEW CGB & CGD SERIES SHELF OPTIONS,  
REFRIGERATION SPEC SHEETS NOW ONLINE**

6

**PARTNERS IN SUCCESS:  
HAVEN FOR HOPE**

## Handling The R-22 Phaseout

Many of you have heard about the imminent phaseout of R-22 refrigerant and are wondering what it means for your refrigeration equipment. Beginning January 1, 2010 R-22 can no longer be used in newly-manufactured equipment in the U.S. or worldwide. This action, being carried out by the Environmental Protection Agency (EPA), is in accordance with the Montreal Protocol which established a schedule for the phaseout of HCFCs (hydrochlorofluorocarbons).

According to the EPA's website:

"...production/import of R-22 will be cut in 2010 and phased out in 2020, so the availability of supplies will be uncertain. During the transition period, you have three basic choices: (1) convert your existing system, (2) buy a new one, or (3) continue to operate your existing system."<sup>1</sup>

In other words, you don't have to replace your current R-22-using equipment but, as time goes by, R-22 will become more scarce and possibly more expensive.

Converting your equipment to use accepted refrigerant may be an option depending on cost and your schedule. Consult your

local refrigeration installer or service agent for more information. For a list of Master-Bilt service agents in your area, go to [www.master-bilt.com/dealerloc.html](http://www.master-bilt.com/dealerloc.html).

In the current economy, buying new equipment may not seem practical at first. However, as the EPA says "Buying a new, more efficient system may require more money initially, but may reduce your electricity bill and save money over time."<sup>2</sup>

What's Master-Bilt doing about this? No need to worry, we've already made allowances for the discontinuing of R-22 and have engineered replacement systems for equipment using alternate, approved refrigerants. Should you want to continue ordering R-22-based equipment, you have until November 2, 2009 to get your order to Master-Bilt.

If you have questions about existing equipment or an upcoming project call us at 800-647-1284.

For more information on the phaseout, visit [www.epa.gov/Ozone/title6/phaseout/rulesoverview.html](http://www.epa.gov/Ozone/title6/phaseout/rulesoverview.html).

<sup>1,2</sup>[www.epa.gov/Ozone/title6/phaseout/commercial\\_other\\_owners\\_faq.html](http://www.epa.gov/Ozone/title6/phaseout/commercial_other_owners_faq.html).

## Thanks Again

As we noted last issue, Master-Bilt just completed one of our most successful fiscal years ever. We are pleased to say that we're hiring personnel in both our office and factory to service our growth. Such an extraordinary feat would not have been possible without loyal customers and employees. So we again want to say thank you for your trust and hard work in these difficult times.

## Warranty Central: Claims Made Simple

About a year ago, Master-Bilt began working with online warranty engine Warranty Central to handle claims and reducing processing time. We're proud to say that we've made remarkable progress with approximately 96% of our dealers and service agents now using the system.

If you're a new customer or just haven't used Warranty Central yet, it's easy to get started.

### Your Username And Password

First, go to [www.warrantycentral.net](http://www.warrantycentral.net) and set up your username and password. Your username is "MBT" plus your Master-Bilt vendor number. For instance, if your Master-Bilt vendor number is 12345 then your username is MBT12345. If you don't know your Master-Bilt vendor number, just e-mail us at [warranty@master-bilt.com](mailto:warranty@master-bilt.com).

Your password is your account number plus "MBT." Therefore, if your Master-Bilt vendor number is 12345 then your password is 12345MBT.

### Before Submitting A Claim

Before you begin using Warranty Central, you must log in and make sure your company information is correct and up-to-date. After logging in, go to Setup/Company In-

formation. When you add to or update any of the fields, be sure to save the changes. If you change your address, please contact Master-Bilt at 800-684-8988.

### Getting Started

For step-by-step instructions on how to use Warranty Central, log into your account and click on the "tech support" icon. In the tech support section you will see a link to the user's guide which explains how to submit a claim. If you need further assistance, call Service Management Group at 866-213-2362 or 601-268-7330 and they will walk you through the process.

### Technical Issues

If you experience any problems with the system or need help, contact Service Management Group at 866-213-2362 or 601-268-7330 and ask for Warranty Central support.

### Claim And Warranty Issues

If you have a problem specifically related to a discrepancy in labor rates, part numbers, part pricing, warranty policy exceptions, serial numbers or something that only a Master-Bilt administrator can resolve, please call us at 800-684-8988 or e-mail us at [warranty@master-bilt.com](mailto:warranty@master-bilt.com).

### Better Than A Bloodhound...

We knew Warranty Central was a great program but we didn't realize it could track down thieves! Recently, a customer in Indianapolis was returning a condensing unit to Master-Bilt for inspection but it never showed up at the factory. Turns out it was stolen from the job site. Master-Bilt's service department flagged the unit as stolen in Warranty Central. Later, when a call came in checking on the unit's warranty status, the service department was alerted. Master-Bilt's customer alerted the police, the thief was nabbed and the unit was returned to the factory.

## Energy Savers Online

Visit [www.master-bilt.com/products/energy\\_saver.htm](http://www.master-bilt.com/products/energy_saver.htm) for all the details on Master-Bilt's energy-saving features, options and products.





## Product Scene

### BLG-12HD: Maximizing Point-Of-Purchase

Master-Bilt's new BLG-12HD glass door freezer answers the need for a smaller impulse merchandiser. At 54 inches tall, the BLG-12HD's size makes it ideal for displaying ice cream and other frozen foods at point-of-purchase sites throughout a store.

Its three standard shelves with price tag molding adds to its merchandising flexibility. Shelves can be



The BLG-12HD maximizes point-of-purchase sales with efficient lighting and shelving flexibility.

moved up or down in half-inch increments making it easy to maximize use of interior sales space.

The BLG-12HD's interior lighting is both eye-catching and efficient. Two high output T8HO lamps and electronic ballasts brightly illuminate products while yielding greater energy efficiency over standard fluorescent bulbs and ballasts.

For more information, including availability and pricing, please call us at 800-647-1284.

### New CGB & CGD Series Shelf Options

Since Master-Bilt introduced the CGB bakery and CGD deli merchandisers a few months ago, sales have increased to the point where we are adding quantities of each series to our in-stock warehouse.

To keep the ball rolling, we've added new shelf options that increase convenience and visual appeal for both the CGB and CGD models. CGB models can now be equipped with lighted tempered glass shelves instead of the standard welded-wire type. The see-through shelves fade into the background and enhance product visibility. As for the CGD models, there's now an extra level of stainless steel shelving available. The shelves are 12 inches deep and provide extra merchandising space for deli products.

Ask your sales representative or call us at 800-647-1284 for more information on these new options.

### Refrigeration Spec Sheets Now Online

Those looking for individual spec sheets on Master-Bilt's condensing units and evaporator coils can now find them online at [www.master-bilt.com/refrigeration\\_specs.htm](http://www.master-bilt.com/refrigeration_specs.htm).

As detailed on the front page of this issue, we are switching from R-22 refrigerant to other alternatives. However, specifications on existing R-22 systems will be left online for the immediate future. Newly-manufactured condensing units and evaporator coils will contain R-404A refrigerant.



I think I've discovered the secret of life – you just hang around until you get used to it.

–Charles M. Schulz



# JUST FOR GRINS

## You Know You're Grown Up When . . .

You're not a kid anymore. Here's the proof:

- Your refrigerator has more food than beer in it.
- 6 a.m. is when you get up, not when you go to bed.
- You hear your favorite song . . . on the elevator.
- You make plans to watch the Weather Channel.
- A clean sweater and jeans is no longer considered "dressing up."
- You have no idea how late the pizza place delivers.
- Your older relatives feel comfortable telling dirty jokes around you.
- You feed your dog Science Diet instead of cold pizza.
- A \$7 bottle of wine is no longer "the good stuff."

## Humor On Board

Be safe when you're driving: Don't laugh yourself into an accident when you read these bumper stickers:

- EARTH FIRST! We'll strip-mine the other planets later.
- The gene pool could use a little chlorine.
- Make it idiot-proof—and someone will make a better idiot.
- Ambivalent? Well, yes and no...
- Don't bother me. I'm living happily ever after.
- I'm not driving fast—just flying low.
- If you can read this, I can hit my brakes and sue you.

## Groan If You've Heard These . . .

Who can resist a good pun—or a terrible one? Here are a few guaranteed to make you crack a smile, or someone's head:

- She was only a whisky maker, but he loved her still.
- What would you get if you threw a hand grenade into a French kitchen? Linoleum Blownapart.
- He wondered why the baseball kept getting bigger. Then it hit him.
- How does a backward poet write? Inverse.
- Don't join dangerous cults: Practice safe sects.



## Upcoming

- NACS  
October 20-23, 2009  
Las Vegas Convention Center  
Booth 1871
- Northwest Foodservice Show  
April 18-19, 2010  
Washington State Convention & Trade Center  
Seattle, WA
- ApEx - Atlantic Canada's Foodservice & Hospitality Trade Show  
April 18-19, 2010  
Exhibition Park  
Halifax, Nova Scotia
- NRA Restaurant Hotel/Motel Show  
May 22-25, 2010  
McCormick Place  
Chicago, IL

**“CASH FOR CLUNKERS” IS OVER.**  
But you can still get a good deal on a walk-in.

**QUICK SHIP WALK-IN**

**MB**<sup>TM</sup>  
**MASTER-BILT**<sup>®</sup>  
Refrigeration Solutions



**MB**<sup>TM</sup>  
**MASTER-BILT**<sup>®</sup>  
Refrigeration Solutions

**STIMULUS  
PLAN**

We're offering big savings on all quick ship walk-in models as well as FREE FREIGHT! Contact your local Master-Bilt representative for details. To find your representative, visit [www.master-bilt.com/comdir/map\\_page.html](http://www.master-bilt.com/comdir/map_page.html) or call us at 800-647-1284.



## Partners In Success

### Haven For Hope San Antonio, TX

San Antonio's new Haven For Hope campus provides homeless individuals and families with the training, skills and assistance needed to help them become self-sufficient. The 37-acre campus includes 15 buildings with the capacity to sleep over 1500 individuals.

With so many mouths to feed, the food services building is now a major focus of the campus. However, it took some work to get the building in shape. The structure had to be restored to house the kitchen and cafeteria. Seth Rosborough, Vice President of 1st Choice Restaurant Equipment & Supply LLC, specializing in sales, installation and service of foodservice equipment, was given the task of equipping the facility with the best equipment choices.

"Since Haven for Hope is a non-profit, one of our priorities was to get the pricing where it needed to be," says Rosborough, whose company has been dealing Master-Bilt equipment for over 34 years. "We used value engineering and were able to save a substantial amount of money on specifying Master-Bilt walk-ins."

A 44 x 23 foot walk-in cooler-freezer combination was installed in Haven for Hope's food services building. The unit had to be durable enough to withstand the rigors of warehousing food needed to serve some 1200

meals per seating. On the receiving end, even with a 60-inch door opening, there was no room for a sliding door, so Master-Bilt provided a large swinging entry door with heavy duty hinging to support the weight and usage of the door.

Since they could not insulate a slab or pour a pit due to existing flooring, a Master-Bilt structural floor was specified to support the weight and frequency of heavy loads constantly going in and out. Master-Bilt also engineered interior ramps for the structural floor at all doors.

To add protection for the panels, a heavy-duty diamond tread plate was installed on the walk-in's exposed exterior and a four-foot tall kickplate was mounted in its interior.

Working within an existing structure, the panels were designed to be built around six columns. "I provided field measurements to Master-Bilt and the installation went seamlessly," states Rosborough. "Master-Bilt accommodated everything with no issues so we were able to hit our finish date."

The cooler-freezer unit was equipped with a remote MRS refrigeration system containing four compressors. The MRS was chosen for its easy installation and serviceability. Additionally, there were four evaporators installed in the walk-in.

## We need your help!

To make **Cool It!** a better publication for all, we need your questions, comments and story suggestions. Send in your ideas to Lynn Burge at [lburge@master-bilt.com](mailto:lburge@master-bilt.com) or fax them to 800-232-3966.



Published quarterly by the  
Master-Bilt Sales & Marketing Department  
Lynn Burge, editor



908 Hwy 15 North • New Albany, MS 38652  
800-647-1284 • Fax: 800-232-3966  
[www.master-bilt.com](http://www.master-bilt.com)