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Serving the Commercial Kitchen Exhaust Industry Worldwide
The IKECA Journal is an industry publication for cleaners, fire marshals, insurance professionals, facility managers, vendors and other interested parties in the commercial kitchen exhaust cleaning and inspection industry.

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From the Desk of the President
Neal A. Iorii, Jr., CESI

IKECA’s turning 30 and we’re in Vegas! What better place to celebrate IKECA’s 30 years than the City of Lights! And what better way to experience Las Vegas than with a couple hundred kitchen exhaust cleaners? I always enjoy going to our conferences, but there is something special about the ones that take place in Las Vegas. Everyone just seems a little more excited to be there!

The Indianapolis Technical Seminar was a fantastic event, both on and off site. I cannot thank the conference committee and our management team enough for the hard work they put into making these conferences so wonderful. I am sure the 2019 Annual Membership Meeting will be the same! We have a fantastic keynote speaker and plenty of other very valuable and relevant content.

These meetings are so important to us as members for continuing education, but they are so much more important to us for continuing friendships. I know that sounds cheesy, but I mean it. The group therapy that comes from being around other KECs is priceless. On the subject of continuing education, we have lowered our CEU requirements for members holding the CECS and CESI. The new requirements are 1.5 CEUs annually for the CECS and 3.0 CEUs every other year for the CESI. Lowering these requirements will help you manage the conferences easier, as well as maintain your certification(s).

Looking back over IKECA’s first 30 years, so much has changed, yet so many of the best parts have stayed the same. We now have a larger AHJ membership than we do KECs! It seems like it wasn’t too long ago we were trying to figure out how to get the first AHJ to come and check us out. Now they come to us for training. Truly amazing! We have members from all over the world, and many of them will be joining us at the annual conference this year. I am really looking forward to seeing what the next 30 holds for IKECA and our industry as a whole. At the same time we look back to the men and women who worked so hard to get us to this point. Sure there have been some ups and downs, some successes and failures, along with a few growing pains, but IKECA keeps placing itself in the forefront of the kitchen exhaust cleaning industry, not to mention the other life safety industries that surround it.

I look forward to seeing all of you in Las Vegas!
Letter From the Executive Director

John Dixon, MPA
IKECA Executive Director

Dear IKECA Members and Kitchen Exhaust Cleaning Industry Partners,

My congratulations to IKECA on its 30th Anniversary as the preeminent kitchen exhaust cleaning association across the globe! There’s no place more fitting to celebrate 30 years than Las Vegas! The annual meeting will be an opportunity to reflect on the first 30 years, and how all of you have worked to establish and maintain IKECA’s mission! In other ways, the 2019 Annual Meeting will be an opportunity to chart the course for the next 30 years – both in terms of the diversity that exists in the kitchen exhaust cleaning industry and how IKECA will ensure that new technologies and doctrine safeguard human lives and property.

If you are with us in Las Vegas, our sincere hope is you enjoy the conference on both a professional and personal level. Without question, IKECA’s Board of Directors and Conference Committee worked extremely hard to put together a schedule of events worth your time and financial investment.

As always, the IKECA Management Team remains eager to assist members with anything that will their companies better. Please feel free to contact me at any time to discuss how we can be of service.

Best Wishes for Continued Success!

John H. Dixon
As long time IKECA members may recall, in 2004 IKECA published its "IKECA Training Manual: A Comprehensive Handbook for Kitchen Exhaust Cleaning Specialists." Much has changed in the kitchen exhaust cleaning industry over the last 15 years, and IKECA’s Education Committee is now working on a revised edition of the 2004 manual. Plans call for publication of portions of the new manual during the course of 2019 and 2020.

Below is an excerpt from the Foreword of the 2004 Manual, and we believe what was written 15 years ago still holds true today:

As we all know, IKECA is the leader in educating its members and the industry in accordance with industry safety standards, cleaning techniques, protecting the environment and raising the level of standard of the commercial kitchen exhaust cleaning industry.

IKECA’s is committed to fire prevention and life safety by advancing the quality of inspecting, cleaning and maintaining commercial kitchen exhaust systems worldwide. IKECA is an internationally recognized association directly impacting these standards.

In order to establish benchmarks for quality through which the industry will grow, information must be readily accessible to all. With the ability to set industry standards, IKECA will provide relevant information to all industry professionals, including restaurant owners, code officials, insurance industry and service providers.

Each year, commercial kitchen fires cost service providers, facility owners, operators and the insurance industry millions of dollars in losses. As professionals, we are committed to providing our customers and the industry with the highest levels of protection and education available.

Our efforts will provide a clean and safe environment.

The educational material contained in this manual was provided through many resources. Users are advised that techniques and practices deemed acceptable in your area may vary from what is provided herein. You are strongly encouraged to check with the proper authorities in your service area to determine what practices are acceptable to the authorities having jurisdiction in your area. IKECA does not warrant or assume any legal liability or responsibility for the accuracy, completeness, or usefulness of any information, apparatus, product, or process disclosed in this manual.

We look forward to sharing chapters of the revised manual, primarily on IKECA’s website, over the coming months!

IKECA Education Committee
Keeping Smoke and Fire Containment Systems Reliable
James Shea, Globe Technologies

The National Fire Protection Association (NFPA) reported that in 2017 there were 499,000 structure fires. Seventy-two percent of these fires occurred in residential occupancies, leaving a remaining 139,720 in occupancies other than residential. While property damage resulting from these fires was in the billions of dollars, the focus of this article is protection of life safety in commercial and industrial occupancies, many of which contain sophisticated smoke mitigation and fire suppression systems. The non-residential structure fires accounted for 782 deaths or one person for every 179 fires. Every two hours and forty minutes a civilian perishes as a result of a fire incident. The risk of injury, death and fire loss remains unchanged and constant where a fire occurs. These statistics include a 40 percent increase in fires in places of assembly, 38 percent increase in educational facilities, 27 percent increase in institutional facilities, 13 percent increase in stores and offices, and a 2 percent increase in storage facilities inside of a structure.¹

You often hear people talk about death and injury as a result of a fire incident. Too many people assume these tragic events occur in some horrific manner of human life disintegrating as a result of exposures to temperatures that a person just cannot endure. What most don’t talk about is that the overwhelming majority of death and injury from fire is a result of smoke inhalation, which is a burning of the human body from the inside out resulting in inflaming the lungs and airways, causing swelling and blocking oxygen, the effects of which can be instant death or a more painful, prolonged, but inevitable event. Smoke inhalation mortality increases by up to 20 percent over that predicted by age or extent of burns alone.²

The fact is, smoke inhalation is the number-one cause of death in structure-related fires.³ There are studies and reports regarding this fact across the nation, continent, and world. Smoke kills, more than the fire itself! According to a study of death certificates in 1999, smoke inhalation was determined to be the overwhelming leading cause³ and accounts for as high as 80 percent of all fire-related deaths.⁴

Despite this number-one cause of death in fires, smoke containment systems such as mechanical fire dampers, smoke vents, fire doors, and other life safety systems designed to contain smoke have less stringent safety inspection and maintenance requirements than other installed life safety systems including fire alarm systems, commercial cooking fire protection systems, and special hazard systems.

Fusible links, of which Globe is a major manufacturer, operate as an integral part of these life-preserving smoke containment systems. Despite this, fusible links present one area where the codes governing smoke containment are less stringent. How did we get here, and how can things change?

The NFPA, through a consensus-based program, authors and publishes fire codes as well as nationally recognized standards. These standards are typically adopted by the code world as the basis for their national, state, and local fire codes and become written into the perspective codes.

Some of these standards, such as NFPA 13, 17, 17A, 33, 34, and 96, where links are installed in conjunction with fire suppression systems, contain requirements within the standard for fusible links to be periodically removed and discarded. This change-out requirement is identified within the standard as occurring semi-annually, annually, or “more frequently,” dependent on the application and potential risk of degradation of the fusible link.

The replacement requirements of fusible links in these systems are a direct result of the industry’s efforts to maintain the integrity of the suppression systems, given education and understanding of potential risks associated with retaining fusible links in their installed environments indefinitely. Reports of fire suppression system failures in both fire and non-fire related cases prompted the understanding and knowledge of how these links were impacted by their installed environment and what factors may warrant a change-out program.

Economic impact is considered based on the relatively low cost of replacement links and the importance of replacement thus maintaining the integrity of the links as well as the support of manufacturer warranties. The nuisance costs for replacement, rather than removal and re-install, far outweigh risk of failure of a link to operate as designed, tested, and approved in a catastrophic occurrence.

When it comes to smoke containment systems, current trade organizations, in cooperation with damper manufacturers, have written documents as guidelines for safety and maintenance inspections on smoke and combination fire/smoke dampers. These guidelines use the codes and standards as minimum safety requirements. These guidelines have been widely accepted, resulting in their adoption by the industry.

Unfortunately, not all standards have caught up with those as listed above, and standards associated with fire and smoke dampers, fire doors, and smoke hatches, such as NFPA 80, 90A, 90B, and 105, are not consistent with their counterparts. In these documents the requirements for link removal exists, however there remains allowance for service personnel to place the link back into service within these life safety systems after a visual inspection is completed.
There are several reasons this does not make good life safety sense and why these links should follow the same protocols of that of the other standards. The status of a fusible link’s operational function as approved and listed cannot be reasonably ascertained through a “visual inspection.” More specifically:

1. Service providers performing maintenance and inspections are not skilled in understanding what warrants a good link from a bad one simply by performing a visual check of the link.

2. Fusible links can become damaged upon removal. Such damage to the metal alloy can be invisible to the human eye and only detected upon examination under a microscope.

3. Fusible links installed in these applications typically are those with lower set-point temperatures. Metal solder and alloy at lower set-point temperatures is softer and more brittle and thus more susceptible to physical damage than those with higher set-point temperatures.

4. No guidelines or instructions for inspection are identified in the standards beyond noting if the visual inspection reveals that the link “appears damaged.”

5. No guidelines as to acceptable appearance are addressed anywhere within the standards.

6. Fusible links (thermal releasing devices) as a component in a fire protection or fire/smoke containment system are always under a load condition. This load can vary over the life cycle of the product and degrade the link over time.

7. Ambient air temperature fluctuations can cause the alloy or solder to change states, thus affecting the reliability of the fusible link to operate as intended when called upon.

8. Links installed in smoke/fire dampers, fire doors, and smoke hatches exposed to fluctuations in ambient air temperatures can cause alloys or solders to crack or partially melt and then re-form, changing the characteristics and temperature set-points and response times of fusible links.

9. Fusible links not properly stored and maintained can be exposed to environmental changes that impact the link in operating as intended.

10. Fusible links in the “installed” application (field) may be susceptible to chemical or environmental conditions that impact the ability of the link to operate as intended.
11. Fusible links are an approved and listed device. They are tested and approved to UL 33, Heat Responsive Links for the Fire Protection Service. They are warranted for a period of one year from date of installation. Links installed in life safety systems for periods greater than one year no longer are supported by the link manufacturer.

For all these reasons, and to ensure the integrity of life safety systems, fusible links regardless of where they are installed must be inspected, maintained, and replaced on a regular basis. Standards such as NFPA 80, 90A, 90B, and 105 need to adopt language similar to that of their counterparts in NFPA 13, 17, 17A, 33, 34, and 96, with reciprocity to be maintained and communicated amongst them. National fire codes including the International Building Code, International Mechanical Code, International Fire Code, Uniform Fire Code, and the Life Safety Code need to adopt language similar to the revised standards or continue to reference the standards as amended within their codes. State legislation needs to be drafted and proposed to include adoption of these higher standards into their state fire codes with enforcement mandated.

In Conclusion
There is documented proof that fire deaths and injuries remain constant in the United States, North America, and the world, and smoke inhalation continues to be the number-one cause of all fire-related deaths and injuries. Improvement of our installed life safety systems through proper inspection, testing, and maintenance can only help support efforts to prevent catastrophic losses due to smoke and fire propagation.

There is a lack of knowledge relating to fusible links in the service industry. It is not reasonable to assume a service provider can identify a damaged link versus an operational link through a visual “naked eye” inspection. Link storage amongst service providers is not monitored or controlled and varies from one provider to another, resulting in potential damage happening even prior to installation.

Manufacturer warranties do not cover links installed in applications for periods greater than one year. Therefore, the links lose any support from the manufacturer who best understands the volatility associated with an installed link, how a link is tested and approved, and best practices for safe and effective usage.

The life safety benefit far outweighs the economic impact and supports a replacement program for fusible links.

Many occupancies now offer a “defend in place” response to fire conditions. This response includes evacuation to safe zones within the occupancy. Occupancies such as high-rise buildings, healthcare facilities, senior living centers, universities and educational facilities, all rely on our life safety systems for this strategy. Failure of the smoke containment systems in the affected zones can and will result in catastrophic injury and loss of life in occupancies whose evacuation plans include a “defend in place” strategy.

Only through an effort to encourage legislation and code changes, along with enforcement, can we ensure that human lives are safe from the risk of smoke inhalation, injury, or death due to propagation from the fire zone to other safe zones within an occupancy.

References:
1. NFPA, “Fire Loss in the United States in 2017”
2. Source: National Fire Protection Association
4. Richard E. Wolfe, MD

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James M. Shea is Vice President of Globe Technologies. He has thirty-nine years working in the fire protection industry. He previously worked on NFPA technical committees for 10, 17, 17A, 33, 34, and 96. He is the current ANSI / IKECA Consensus Body Chair.
Customer Service or Doing it the Right Way

Stew White, Lt/Senior Inspector, Portland Fire & Rescue, Portland Oregon

I had the pleasure of attending an IKECA conference in Portland a few years ago and was pleasantly surprised by the good people who were there as attendees and speakers. The general feeling within the space was one that embraced the ideas of doing the job the right way and trying to deliver a good bang for the buck.

One of my goals through my thirty plus years in the Fire Prevention Division has been to do my job to the best of my ability. That included many years of training new inspectors with the hope that they would do likewise. For me, my best included recognizing that every contact I made with a customer - whether by phone, email, mail, or in person – was going to cost them money. With that cost impact in mind, I needed to provide the best product for their time and money so that when we were done, they should be much safer regarding potential fire issues.

We are all aware that some of your constituents perform at a less than stellar level. Unfortunately, their low performance when coupled with low performance from the business owner and the local fire inspector (yep, me and my folks!) tends to increase the fire risk for each location that gets mishandled.

I recently did a reinspection for one of my inspectors who was off for an extended period. There were some issues with the hood and vent system, and I was there to verify the cleaning of the rather old 30-foot-wide hood. As the new business owner and I were discussing what needed to be done I realized we had a much larger problem. The hood definitely needed to be cleaned professionally and properly... the partial extinguishing system needed to be serviced... and several holes in the hood needed to be closed up correctly. Those items seemed reasonable until it suddenly clicked that this very old hood was a Type 2 hood covering a cooking line that needed a Type I hood.

Research showed that for at least 30 years our inspectors had missed the change from the original oriental cooking line (rice and noodles) which only needed a Type 2 hood to the current cooking line which needed a Type 1 hood with extinguishing system. Remember that I noted the partial extinguishing system earlier? I couldn't find any permits related to that installation, but the system was not new.

Our office strives to work with our customers, and we are willing to negotiate on the process and time on getting old issues corrected. In this case step one was to get a certified steam cleaner on site ASAP to deep clean the hood and remove the old crusty stuff as well as the recent deposits. I made a return visit following the ‘cleaning’ and called the company while I was on site. Not much had changed and yet your colleague was taken aback that I would question the quality of his work, until we started discussing reviewing all of his recent jobs and pulling his certification (it was that bad). I doubt that he was a member of IKECA. The second cleaning was much better and helped to buy the owner the additional time to get the new hood system purchased and in place.

How the heck does this relate to IKECA members? A fine question! My inspectors (like you) are human and make mistakes and miss things. Anyone with the level of knowledge that each of you have should be able to recognize a system that is way below par and that should be brought to the attention of the fire marshal. While you may feel like you are jeopardizing your relationship with your customer you need to counterbalance that with the safety of the public (your family and friends included) who are going to visit this business.

My request to each of you: when you find a bad situation that my side of the fence has missed for whatever reason, please initiate a call to the local authority having jurisdiction and let them know. Our office treats your referral as an anonymous call and officially redacts your name and phone number from any records accessed as public records. My inspectors strive to keep it strictly on the basis that we are here now and addressing the problem, not how it was brought to our attention.

The customer service you provide to your primary customer (the business) and to your secondary customer (the public) should be fairly well balanced and hold the core value that IKECA shows so well: do it the right way every time! Be safe and keep it clean.
Before ever setting foot on a rooftop you couldn’t convince me that fats, oils, greases, and chemicals were escaping cooking equipment, traveling through duct work, and being deposited on the roofing system through the exhaust equipment. In fact, remembering working inside of restaurants as a manager, I don’t recall even thinking about the roof above the staff’s and customer’s heads at all! I had enough to worry about inside the restaurant!

This “out of sight, out of mind” thinking is part of the huge problem with grease and chemicals on the rooftops just above commercial kitchens around the globe. This thought process doesn’t just belong to the restaurant teams. Everyone, from commercial roofing contractors to facilities managers, has down-played the importance of this serious issue.

It never fails when I give a presentation to a large audience: there is the roofing professional in the back of the room that says, “grease can’t damage a modern TPO roof, especially PVC-KEE.” Now, while I could argue that point, it highlights the fact that rooftop grease containment is still not fully understood. In fact, in today’s modern roofing scene, containment isn’t primarily about the roof damage. However, that seems to be the main sales point still skulking about the industry landscape.

Truth is, rooftop grease containment in today’s marketplace is primarily about two things: safety and protection. Keeping ventilation discharges off a rooftop prevents liability issues, safety issues, fire hazards, and also protects the staff, customers, and the environment.

As a kitchen exhaust cleaner, you have no doubt been on some of the greasiest rooftops in the industry. I am sure you and your crews know someone who has pressure washed grease spatter all over a rooftop -- and you have been sent to
clean up the mess. While dealing with that grease on the rooftop you may have even encountered some of the safety and protection issues I am talking about. It is the technician climbing down the ladder with grease on his work boots. It is the landscaping on the side of the building completely dead or the deceased animals lying on the roof from being exposed to putrid cooking grease.

All of this is made worse by the fact that according to the U.S. Fire Administration there is more than one restaurant fire every single day in the U.S.. Over 50% of those fires are a direct result of cooking operations. Fire is a constant threat to any business with a kitchen, and we all know it as members of IKECA. It is a large part of the reason kitchen exhaust cleaning exists!

So now we get to the “meat and potatoes.” What makes a rooftop containment system any different from a paper towel inside of a bucket? What is proper containment? Why should I consider anything different? After 10 years in the industry, I have asked myself that question a lot. After seeing thousands of rooftops, I believe I have a good set of criteria that I think is a good rule of thumb for what a rooftop grease containment system should be and how it should work:

1. The system needs to contain fats, oils, and greases in sufficient quantities to allow for adequate time between services while still being able to collect all ventilation discharge.

2. The system needs be fire retardant, resistant, or capable of self-extinguishing at the point where any absorbed contaminants reach their flash points or are exposed to direct flame.

3. The system needs to be engineered to consider all outdoor issues including but not limited to precipitation, temperature, wind, seasonal changes, geographic conditions, and animal/insect tampering.
4. The system cannot interrupt regular roofing system or ventilation system operation.

5. The system must be easily maintainable and sold with a plan for proper maintenance and care for the entire life-cycle.

Having provided the above criteria for your consideration and use, I believe you will instantly find that items like buckets, gutters, hoses, pipes, and most “homemade” containment systems will just not work. They are not robust enough to function as safety and protection devices. I would ask that you consider these criteria the next time you find yourself in the market to provide rooftop grease containment.

It is 2019 now. Rooftop grease containment needs to be re-considered on every rooftop with a commercial kitchen. This isn’t because it protects the roof. It is because it protects people. It protects the environment. As contractors in the industry, we have the ability to do our part in ensuring our customers are taken care of so that their customers can be taken care of. Washing grease down the scupper can no longer be an option. Letting fats, oils, and greases just sit on a rooftop is no longer an option.

Greg Stark has been in the rooftop grease containment industry since 2009. He currently serves as the Vice President of Marketing and Business Development for Rooftop Solutions in Naperville, IL. He has worked with hundreds of contractors and end user locations develop effective means of containing discharges on rooftops. Greg is known for his passion for helping others and wanting to solve problems effectively and efficiently.
The program is valid for companies who have not been affiliated with IKECA for at least five years; credits will be given for companies who apply and pay for membership.

For each new member that joins by December 31, 2019 a $100 credit will be applied towards your 2020 membership dues.

Earn up to eight credits ($800 value) towards your 2020 membership dues.

Refer a company to join IKECA, SAVE MONEY on YOUR 2020 membership dues! Use your peer network of KEC professionals to help grow IKECA! Reach out to your clients, vendors, and kitchen exhaust cleaning companies and tell them about IKECA! Contact the IKECA management team at information@ikeca.org.

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HOW IT WORKS

New member must put your name in the “Member Referral” field on the membership application.

$100 CREDIT FOR EACH NEW MEMBER
CERTIFICATION MAINTENANCE
CONTINUING EDUCATION REQUIREMENTS

CECT = 10 hours (1.0 CEUs) every 24 months
CECS = 20 hours (1.5 CEUs) every 12 months
CESI = 40 hours (3.0 CEUs) every 24 months

Proof of appropriate number of CEUs completed must accompany your IKECA Certification Renewal. Payment of the renewal fee alone is not sufficient to renew your certification.

- Attendance at the IKECA Annual Meeting or Fall Technical Seminar
  Up to 2.0 CEUs
  Up to 20 hours of content available per meeting

- Presenting at the IKECA Annual Meeting, Fall Technical Seminar OR other industry-related events
  0.5 CEUs
  Approximately 5 hours of content development and presentation

- Submission of a technical article for The IKECA Journal
  0.3 CEUs
  Approximately 3 hours of content per article

- Attendance at an industry-related conference, meeting or seminar *
  Up to 1.0 CEUs
  Eligible for a maximum of 1.0 CEUs per meeting

- Presenting to local AHJs within your jurisdiction
  0.5 CEUs
  Must submit official documentation signed by an AHJ on their letterhead indicating date, location and time of presentation

- Attendance at in-house training seminar, or one at another facility **
  0.1 CEUs per one hour of content

- Online educational training programs
  0.1 CEUs per one hour of content

- Develop online assessment content with affiliate industry organizations
  0.5 CEUs
  Approximately 5 hours of content development

- Technical Code Committee Work (NFPA, ASHRAE, ANSI Consensus Body)
  1.0 CEUs/Day

- Active Participation in an IKECA Committee
  0.1 CEU per committee meeting

- College courses - general and business management courses by accredited universities
  0.1 CEUs/Hour
  Only 25% of CEUs per renewal cycle may come from college courses

- Presenting to local AHJs within your jurisdiction
  Must submit official documentation signed by an AHJ on their letterhead indicating date, location and time of presentation

PLEASE NOTE: If you rely on attending IKECA meetings or conferences to obtain the required CEUs, attendance is tracked, and certificates of attendance issued based on actual attendance.

*Acceptable organizations include: NADCA, ASHRAE, NAFA, NFPA, NAFED, RFMA, NASFM. For all others, please contact IKECA to confirm eligibility.

**Must be taught by 3rd party instructor or certified to train the subject matter. (Qualifying topics include but are not limited to: ladder safety, PPE, fall protection, hood/system service, near miss reporting, defensive driving, etc.) Before pursuing a course, contact IKECA to ensure the course qualifies.

LEARN | LEAD | SUCCEED
There is a trend in the fire protection industry. More and more local Authorities Having Jurisdiction (AHJ) are taking the position “when maintenance is performed on a fire suppression system and the fusible links are replaced as required by code, the new fusible links must bear the current year date stamp”. Example: Any system that receives maintenance in 2018 must have fusible links installed bearing the 2018 date. This position is becoming an item for debate. Globe, as the leader in providing these fusible links to the fire equipment industry, receives an abundance of calls from Fire Equipment Dealers (FED), fire officials, and industry continuously asking if older dated fusible links can be used.

A look at the NFPA Standard 17A Standard addresses this issue in the following manner:

NFPA 17A Standard for Wet Chemical Extinguishing Systems 2017 edition states the following requirements:

7.3.4* Fixed temperature-sensing elements of the fusible metal alloy–type or glass bulb–type shall be replaced at least semiannually from the date of installation or more frequently, if necessary, and shall be destroyed when removed.

7.3.4.2 The year of manufacture and the date of installation of the fixed temperature-sensing element shall be marked on the system inspection tag, and the tag shall be signed or initialed by the installer.

Note that sections 7.3.4 has an asterisk. This directs you to the Annex of the standard for more informational detail. That information is as follows:

A.7.3.4 The date of manufacture marked on fusible metal alloy temperature-sensing elements does not limit when they can be used. The intent of 7.3.4 is to require replacement of fusible metal alloy temperature-sensing elements that have been installed for up to 6 months in environments subjecting them to contaminant loading, such as grease in restaurant hoods and ducts, that could adversely affect their proper operation.

There is nothing in the requirements above mandating the use of current year dated fusible links when maintenance is performed. In fact, the Annex note clearly states the date on the fusible link does not limit when they can be used. Section 7.3.4.2 supports the use of older dated fusible links by mandating the year of manufacture and the date of installation be recorded on the inspection tag of the system.

The position taken by many AHJ’s is one of preference and is not mandated or supported by code. My advice is to do what your AHJ is requesting regardless of what the code is telling you. Remember the code is the minimum guideline and the AHJ is within his enforcement powers to require more than what the code is calling for. In the cases where the AHJ is not requiring fusible links with the current year, it is acceptable to use older dated fusible links that are properly stored and cared for.

There are, however, several concerns that need to be raised:

1. Older fusible links cannot be sitting in your service truck for months at a time where ambient temperatures fluctuate and can reach extreme hot or cold conditions.
2. Fusible links must be stored in a cool, dry place.
3. Recycling of previously used fusible links is forbidden. Once a fusible link is installed within the fire suppression system it begins to degrade. The code stated above mandates used fusible links are to be destroyed after use. Not adhering to these simple guidelines may result in unwanted discharges or no discharge at all. Also keep in mind that fusible links older than one year are out of warranty. Should an unwanted discharge or problem arise you will not be able to turn to the manufacturer for support.

Globe Technologies requires the use of fresh inventory, and always recommends the use of links within the current date code preventing any conflicts with the local AHJs and insurance underwriters. This practice will provide you and your customer with product under warranty and will help to prevent unwanted discharges or systems not performing as they are intended. The use of fresh fusible link inventory also provides you and your customer a one-year warranty.

Please watch our YouTube video on this subject. Follow the link to https://youtu.be/ULhXyou_Lpk or visit our web site at www.globetechnologies.com

Michael Laderoute:
• President, Globe Technologies Corporation
• 49 years’ experience in Fire Protection
• First 20 years as a Fire Equipment Dealer
• Proceeding 29 years representing various Manufacturers
• Past Technical Committee Member: NFPA 1, 10, 17, 17A, 96, 101, 505 & 5000
• Past Member UL STP Committee: 605 (Portables), 300 (Systems), 407 (Standpipe)
• Past Member ICC/NAFED PES Exam Certification Committee
• Served (9 years) as FEMA’s Code Consultant
• Past Member IKECA I-10 & C10 ANSI Documents
• Inventor / Hold Patent on wet chemical discharge nozzle
Are you a boss, or are you a leader? Do you think they are one in the same? My experience and philosophies tell me they are not one in the same. My goal in this article is not to dive into the depths of their differences, but to discuss a common issue that bosses seem to create within their organizations. They demonstrate a, “do as I say, not as I do,” management style.

The biggest difference between individuals who consider themselves a boss and ones who consider themselves a leader is that a leader sets examples through action. A boss will use phrases such as, “because I said so,” or “just do what I say,” or, “I am the boss.” However, actions speak louder than words when it comes to earning respect and creating an environment where leaders are held in high esteem.

The biggest issue with bosses who think they deserve respect due to their title is that they still have significant influence. Unfortunately, many individuals have the belief that because someone owns or is the manager of a company (the boss), that they have the right to lead with the “do as I say, not as I do” mentality. The flaw with this mentality is the misuse of their influence which creates future bosses who believe this is how leaders are meant to act.

Being a “boss” (in terms of the definition I have laid out here) not only leads to the creation of future “bosses,” but it also produces high employee turnover. Any company whose owner or manager has the mentality that “the boss is always right,” or that it is okay to lead with “do as I say, not as I do” undeniably has an organization with high employee turnover and organizational issues.

Standards matter in every organization. When a boss creates standards that are only for his/her subordinates—and does not follow the standards him/herself—those standards have no credibility. By lacking credibility in standards, the boss lacks credibility. There are always exceptions to the rule as there will always be some organizations that can lead with this kind of management style and still survive; however, don’t focus on the exceptions, focus on the rules. Organizations that are led by “bosses” will eventually fail and that failure can be measured on several scales.

High turnover doesn’t apply to just the employees; high turnover applies to customers as well. Bosses who have a “do as I say, not as I do” attitude usually don’t accept criticism easily from others — no matter how constructive. They can’t grow individually, and they limit their area of growth for influence. Individuals with this mentality who are not the owner of the organization typically bounce around from job to job and the only loyalty they receive is from those who buy into the “I’m the boss” mentality.

Leaders, on the other hand, are individuals who manage by example. They develop policies and standards that they follow along with their subordinates. When confronted with a moment where they are challenged to do as they say, they strive to be accountable. Leaders engage and listen to their subordinates to improve the influence they all have together as a team and as individuals.

Leaders have a sense to diminish the boss-like attitudes and mentalities. Leaders will help develop other leaders by setting examples through action. They identify action properly and allow the team to lead when acceptable.

If you find that you are a boss who leads with a “do as I say, not as I do” mentality, self-reflection and looking at your organization to identify where your actions have created high turnover with staff, customers, and vendors is vital. Once you have solidly identified some specific examples of the failures being caused by such behavior, address them in a pragmatic way. Offer a solution to the problems and attempt to make the issues better.

In the end, leadership is about developing a path to success through positive influence. A “boss” won’t be able to do this because they exercise control and authority by directing through inaction, while leaders contribute to positive action and development through example and empowerment.

Dr. Brian Smith has a PhD in organizational psychology, a master’s degree in management information systems, a bachelor’s degree in accounting, and is a certified Six Sigma Master Black Belt Consultant. Brian has been helping business owners and managers since 1988. His company, IA Business Advisors (a DBA of Individual Advantages), has helped over eighteen thousand clients since 1996. He is the author of the newly released book Individual Advantages: Find the “I” in Team.

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Non-Compliance Could Shut Your Restaurant Down
By Skip Lewis, Omni Containment Systems, LLC

There are many details restaurant owners and managers must attend to in order to keep their restaurant running smoothly and profitably. Obviously, providing great food served by a friendly, professional staff is vital. Developing regular clientele, maintaining a core of dedicated employees, and charging fair prices while maintaining the necessary profit margins are all near the top of the to-do list. Pitfalls that can temporarily shut down a restaurant and cause customer defections must also be avoided. For example, if a number of people become ill because contaminated food was served, that can shut down your restaurant until the source is found. Some customers won’t be coming back from such an incident! The same situation occurs if a vermin infestation occurs due to unsanitary conditions. Serving alcohol to minors or overserving customers can get you shut down for days! So paying attention to the condition of food and restaurant and making sure the staff is trained to get IDs from customers are good policies.

There are other ways to get a restaurant shut down. One way is to ignore or be unaware of regulations, codes and standards that apply to the restaurant industry. Non-compliance with these regulations can result in the closure of a restaurant until the issues have been addressed. Or worse, a dangerous code violation can lead to a fire that closes the business permanently and could possibly cause injury or worse to customers, employees and fire fighters and other responders!

Two of the entities most responsible for developing laws, codes and standards for proper restaurant safety practices are the NFPA (National Fire Protection Association) and the EPA (Environmental Protection Agency). These agencies consist of experts in various fields dedicated to protecting people, property and the environment from the hazards of fire and related issues such as grease and runoff contamination. Their areas of expertise include fire prevention, restaurant management, safety experts, hood & duct cleaning professionals, environmental regulators and others concerned with providing sound solutions to the unique problems involved with safe restaurant practices.

The standards included in NFPA96 are of particular interest to members of the hood&ductcleaningcommunity. NFPA96 includes best practice standards that are the backbone of the safe operation of a restaurant and the publication is almost universally accepted as the ultimate word on the subject. It’s good to have a reliable source for such information. The next steps include education about and enforcement of these standards. The education part lies in the hands of organizations such as IKECA. IKECA members include some of the most knowledgeable professionals in the hood & duct cleaning industry as well as vendors that provide products to assist in the quest for safety. Education involves keeping themselves and their employees on top of what hazardous situations to look for and what solutions are available. It means being able to explain to restaurant owners why the safety expenditures outlined in NFPA96 are necessary. And it also means involving and educating the enforcement part of the equation, AHJ’s.

AHJ’s (Authorities Having Jurisdiction) are people charged with enforcing local laws, codes and standards involving safe operating practices. Often, the local AHJ is a Fire Marshal. The AHJ can also be another member of the fire department, a building inspector, or other qualified individuals. There are many codes in many fields that a well-rounded, motivated AHJ should be familiar with. Construction, electrical, plumbing and any number of material specifications are just a few of the areas a competent AHJ must be well versed in. There’s a lot to learn! In the case of NFPA96 codes, it falls to professionals in the hood & duct cleaning industry to take the lead in making sure as many AHJ’s as possible know how important it is to inspect restaurants carefully and intelligently and to make sure they know the standards and codes for restaurant safety and what to look for. Grease ducts that aren’t cleaned down to bare metal or frequently enough, that don’t have enough access doors to make cleaning easier, or even possible, exhaust fans with non-compliant or no hinges, poor grease containment systems, out of date fire suppression systems can all lead to a catastrophic and deadly fire.

The fire marshals in the Boston area are among the most proactive in the country. Unfortunately, the catalyst for their vigilance and attention to fire safety codes was a tragic fire that took place at the Tai Ho Mandarin Restaurant in a Boston neighborhood. Two firefighters, Paul Cahill and Warren Payne, lost their lives fighting the blaze, and 11 more were injured. It was determined that the hood & duct system was 8 months overdue for a cleaning and the built up grease was a major factor in fueling this deadly fire. Since then, Boston area AHJ’s have been leaders in enforcing the fire codes meant to protect lives and property. Other places and AHJ’s aren’t so proactive, in many cases because they aren’t aware of the NFPA96 standards and the reasons behind them. The best time to educate AHJ’s and have them become allies in the quest for restaurant safety is before a tragedy like the Tai Ho fire, not afterwards. IKECA has been dedicated to making this happen. There are well over 300 Fire Marshals and AHJ’s who are now members of IKECA. With the continued efforts of members, this number will undoubtedly grow. Educating ourselves, our customers and AHJ’s must remain a priority. Every single time fire prevention measures are taken might be the one that saves lives!
We had a great time in Indianapolis last fall at the technical seminar. Phil Benito and I had the opportunity to speak at our first seminar for IKECA. Our presentation was on “up servicing” your customer. For those of you who were there, you know it was a little rough around the edges, since we were both nervous and new to speaking. But we got though it and delivered the message we were trying to send. It was a great learning tool and the next time we will be that much better, since we now know what to expect.

After getting home and going over how the trip went, I thought it would be good to follow up the seminar with an article to refresh what we were teaching.

So why do we call it “up servicing” and not “up selling?” The easy answer is “up selling” is when you walk into a store to buy a TV and the salesman gets you to buy the next model up with all the extras. We do not sell things to our customers; actually, we provide them “services.” So, by “up servicing” them we provide additional services they may need that they have been going elsewhere for.

“Up servicing” not only benefits us but the customer as well, because they can make one call and get multiple services. The customer saves time by not having to meet multiple contractors at different times and gets to write one check. It’s a win-win for everyone and a great way to market to your customers.

One of the services we really focused on is dryer exhaust cleaning. It is a service that many of our existing customers need and is affordable to add to your existing trucks. Failure to clean is the leading cause of dryer fires and is easily prevented. There are 2900 dryer fires, an estimated 5 deaths per year, 100 injuries and over $35MM in property damage. Dryer vent cleaning is becoming more and more mandatory with insurance companies and fire marshals; and, HOA’s (Home Owners’ Associations) are really starting to put pressure on homeowners to ensure compliance. As awareness and education rises so does the need for people to perform the service.

Many of your trucks probably have most of the equipment you will need (ladders, vacuums, tools, safety glasses, etc.). On the truck you will also need a portable air compressor and reverse nozzle with a light weight, non-kinking hose. There are different companies that sell these hoses and the level of the job determines what size compressor and hose you would need.

Residential type dryer exhaust (4”-6” ducts) require a lower cfm compressor and smaller hoses where the bigger commercial jobs (multiple dryers, longer runs, roof top terminations) would require a higher cfm compressor with a larger hoses and nozzle. I would recommend starting off with the smaller equipment to get employees trained and familiar with it, then move up to the bigger projects and equipment. Some of the companies that sell the equipment even offer training. So, not only do you get started with the right equipment, but also learn how to use it in the field.

The easiest way to get your feet wet and land those first few jobs is to go to your existing customer base of assisted living facilities, hospitals, schools and even some restaurants that clean their own linen. You can approach them about saving time and money by using your company for both services. This will allow you to bill two services with one crew where you normally bill one service. For instance, in an assisted living home the crew would show up at 3pm to clean the dryers, then go on to the hoods at 6pm when the kitchen shuts down. Once you have mastered this then you can start going after the bigger, more extensive projects like stadiums and arenas where the duct size is much larger with longer runs. Some of these systems require access panels that also increase profits.

There are many other services you can offer and combine with what you are already offering in addition to dryer exhaust; for instance: kitchen cleanings, floor cleanings, equipment cleaning, ceiling cleaning, building cleaning, exterior maintenance and so much more. The possibilities are endless and opportunity for extra income is right in front of us. All we must do is ask for it. So, when you’re ready to make a change and make that extra income, start by “up servicing” your customer.
In a service industry that is often cutthroat and features a dog-eat-dog mentality, how can your company retain customers long term? I am of the belief that you should only have to sell a job once, but then maintain it diligently forever. Let’s face it: it costs a lot of money to bid jobs, sending an experienced person out to the site to go through the entire system properly and price it competitively. Often it is a crap shoot at best. Some companies have sales people that sell the jobs and may be less educated on what to look for and more interested in their commission. We must understand that being awarded the contract does not ensure profit, but the chance to be profitable. The bid must be correct and there cannot be any hidden issues or hindrances that will cause the job to be a financial loss. If it is a loss, you then must consider if you can do it in the future for the same price, must convince the owner of a price increase, or if decide to just walk away and not be interested in repeat services; and then start all over again. Your operational skills and employee training methods must be superior to gain the advantage over your competition.

I prefer agreements to contracts. Contracts can tie up the KEC company and the restaurant owner alike. This can make for negative relationship. Many things can happen to offset a profit and turn it into a huge loss. How many profitable jobs does it take you to regain the loss of one accidental fire suppression discharge or other job site misfortune? The answer is -- more than we want to admit.

Safety is of utmost importance. Estimators must evaluate all circumstances and all possible weather conditions and consider special equipment that may need to be used, including the purchase or rental of specialty equipment.

There are many decisions to make if your sales representative fails to quote the job correctly. You need to have the ability to fairly judge the reason for coming up short. Was it a poor estimate, the fault of the crew, or unforeseen circumstance? Every situation deserves evaluation to prevent reoccurrences. Obviously, when you find good work that you can perform with a fair profit margin, you want to keep it and not go through the same sales hassles every time a job needs to be done. Retaining that good customer can be easy or tough depending your service, your gained trust and the customer’s opinion that he/she is getting his/her proverbial “money’s worth.”

I am currently in my 40th year with the same company. We have some jobs that we have retained that entire time. That does not happen automatically! Many different circumstances can influence a change in service providers: price, dissatisfaction, new management, going out of business, new regulations, inspections, lease expirations, death, or simple discontinuation of food production, and quality and knowledge of crews performing the work. When a customer keeps the same service provider for a long time, chances are they have gone through many of these changes and risks that could cause a company to lose their cleaning agreements. So, how by chance can these facilities continue to use the same provider for decades?

I believe that proper first impressions are crucial, but second impressions should be better than the first. Pay attention to what is important to your customers. This varies a great deal. Some things carry much more importance to certain customers, and you and your staff MUST remember those concerns.

Smoke and mirrors fuel a lot of unscrupulous cleaners. It is imperative that your KEC staff has the same level of interest in the customer’s satisfaction as
you do. There must be something in it for them! Bonus systems can assist in this. Honesty is crucial. All your employees must have concern for your customer’s property, staff, management and his/her customers.

Being polite is a lost art, one of the easiest things to do, that is 100% free, and yet most people fail miserably at this simple lost art. Fix this before anything else. Remember there is a huge difference in being polite and patronizing. People can see right through those who are phony.

Tell the truth and if you make a mistake own up to it – as the adage goes: pay now or pay later! In the long run you will benefit and if you lose the job because of a mistake, hold your head high that you did the right thing. The rewards do come for being credible.

Since the 1970s, we have always done follow-up visits and phone calls. In the beginning it was rare but now many companies have adopted that policy. It is essential to maintain a great working relationship with your customers. If there is a problem, you certainly will be judged on your response time. If crews are working out of town, they may have to get up and revisit the store themselves. Often the customer’s bark is worse than his bite, and by the time someone shows up, the “catastrophe” was really not that big a deal and often times taken care of before your representative arrives. But your representative did arrive, and that will be remembered! My mentor always told me: you will be graded less on your errors and much more on your willingness to correct your errors. Customers want to know they are getting their worth out of you. They will always be glad you returned to try and fix the errors, whether large or small.

Take proper scheduling out of the customer’s hands. Inform him that you will keep the schedule and contact him when he is due again. Be patient with your customers, as their profits may be way down, and affordability can and should influence their budget. Although we know putting off a fire protection service may not be wise, tread lightly and never embarrass your customers. Everyone goes through thin times! Just keep track of your contact dates and be sure you notify your customers that they are due and need to be cleaned. This has to be done to protect yourself in the case they have a fire. Even if they refused service, you may have to prove you tried to schedule. Also, do you due diligence to eliminate cancelations due to keys, access, alarm codes, etc.

Many of us have met with AHJ’s, insurance companies, property owners and others on behalf of our customers. We become their “experts” and we become their educated representatives. It can often save them much money and gain much long-term respect.

Stop by your customers’ places of business and say hello when they are not busy. Don’t hang around. Sometimes you can just peek in the door and wave. Little things mean a lot in any type of relationship. Bring the family and have dinner. We like to frequent our customers’ establishments. They want to know the circle of money is being returned. We have employee parties only at our customers’ establishments.

Understand that your company is only as good as its weakest link. So, pay attention to that weakest link, supervise, train and improve his/her qualities. If they cannot live up to your expectations, you must let them go! Never let a bad employee destroy other employees or your customer base. Have highly trusted management that will regulate your business plan. Their opinions and expectations should equal yours. Demand that no matter how miserable the shift may have been, or how tough people may be to deal with, that our employees always thank the customer and always believe that we need them more than they need us.

Be there when customers need you! Not answering your phone can be extremely detrimental to retaining your customers. Recorded messages that inform them someone will get back to them Monday morning is not exactly helpful in a 24/7 operation. For instance, we have gained and retained our customer base by having a senior management person available 24 hours a day, 365 days a year. So, if there is a problem, the customer is not speaking to a customer service person with zero knowledge and perhaps a rude attitude. Rather, they are speaking with a person that has a minimum of 25 years’ experience in the field. This is not a cheap option, but one we believe gives us a huge advantage. You must choose the level of communication and the hours of operation that you will provide. Your customers need to know their likelihood of contacting you, so as not to waste their valuable time.

Insist on a competent office staff. Your receptionist may be the bottom rung of your payroll scale, but he/she is a huge deciding factor of you retaining your customer base. One rude phone call, one condescending or patronizing sentence could cost you that decade-old faithful customer or an entire chain of restaurants. Monitor your staff and never allow less than you expect. Base their worth on this factor. Let your employees know that their customer service skills will play a great part in wage increases.

After all, your customers and employees are your most valuable assets. If you don’t make the effort to take care of them, someone will be happy to do it for you. And most importantly: do the job right! Be proud of your work and your staff. Never settle for service less than you expect. Base their salary on their skill level and employee destroy other employees or your customer base. Have highly trusted management that will regulate your business plan. Their opinions and expectations should equal yours. Demand that no matter how miserable the shift may have been, or how tough people may be to deal with, that our employees always thank the customer and always believe that we need them more than they need us.

Mike Gronlund is the National Operations Manager for enVIROmatic Corporation. He is one of the most experienced IKECA members and is currently in his 40th year with the same company. His expertise covers all aspects of the KEC field and he specializes in occupational safety.
Fusible Links in Kitchen Exhaust Systems

By Charlie Cochrane, Cochrane Ventilation Inc.

It is still not uncommon to find fire dampers in older kitchen exhaust systems dating back to the 1970s -- and even older. Over time, the installation of fire dampers in kitchen exhaust ducts diminished. Now we see a resurgence of both fire and volume dampers in kitchen exhaust systems most commonly as a component of a listed device.

Manifold systems with bleed air ducts, newer systems using ozone generators attached to the duct above the plenum, and recirculating hoods all are required to have fire dampers in accordance with NFPA 96. We can also find fire dampers in the makeup air side of the hood assembly where the makeup air duct penetrates the shell of the hood.

These dampers are often overlooked by suppression companies and can easily be added to your service program, but you need to do your homework. Each damper may have a different rating and choosing the proper rating is important. NFPA has specified what ratings different fire dampers should have and what is involved with testing and changing the fusible links.

Changing the link is not sufficient. You must verify the performance of the damper by removing the link and insuring it closes completely. This may involve cleaning tracks for curtain style dampers or cleaning and adjusting dynamic dampers. Either way the goal is to be sure that the damper operates.

As it concerns what to use for a link, the choice of rating depends on whether it is part of a listed device or an appurtenance. The links for listed devices must follow the manufacturer’s requirements. Those links that are appurtenances are subject to their location. Fusible links in the exhaust duct should likely be 386 degrees while those in the makeup air duct will likely be 286 degrees; and, the link in a recirculating system will be a maximum of 375 degrees.

How often they should be changed depends on the location of the damper. Dampers in the makeup air usually fall under NFPA 90-A and call for a 4-year interval since they are not part of the grease exhaust duct, while those in the grease exhaust duct would fall under the same rules for the suppression (which is semiannually). Those dampers in listed assemblies would be subject to listing requirements. As we know the AHJ is the ultimate authority and whatever he/she says goes.

Save the Date!

2019 Fall Technical Seminar and Expo
October 21 - 26
Hyatt Regency Jacksonville Riverfront
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New Certifications

Congratulations to those who recently achieved their designations and certifications!

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Certified Exhaust Cleaning Specialist

- William Menize  
  *A-1 Airvents Northern States, LLC*
- Michael Graves  
  *Air Flow Cleaning, LLC*
- Stefan Anderson  
  *AirTek Indoor Air Solutions, Inc.*
- Ben Yin  
  *B & B Cleaning And Services Corporation*
- Randal Kunimura  
  *Best Way Cleaning Services*
- William Youkstetter  
  *Clean Steel*
- Richard Eckhart  
  *HADPRO - Alexandria, VA*
- Dean Palmerton  
  *Northwest Kitchen Exhaust Cleaning Services Corp.*
- Kianna Friesen  
  *P&K kitchen Exhaust Cleaning Inc.*
- Bruce Guarneri  
  *Performance Industrial*
- Doran Oboza  
  *Sani-Vac Service, Inc. - Warren, MI*
- Paul Curry  
  *Southeast Extinguisher Service, Inc.*

**CESI**
Certified Exhaust System Inspector

- Pete Carkhuff  
  *Nelbud Services*
- Doran Oboza  
  *Sani-Vac Service, Inc. - Warren, MI*
- William Youkstetter  
  *Clean Steel*
- James Mangan  
  *CS Ventilation, Inc.*

**BCSI**
Boston Certified System Inspector

- Walt Marshal  
  *Marshall Fire Protection*
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  *Liberty Services, Inc.*
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  *The Steam Guy*
- Shawn Stanley  
  *Superb Cleaning*
- Bradley D. Williams  
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- Arbertito Ayala  
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  *Cochrane Ventilation Inc.*
- Robert M. Joseph  
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- Anthony Laboy  
  *Cochrane Ventilation Inc.*
- Lymeng Lor  
  *Cochrane Ventilation Inc.*
- Delores Lurssen  
  *Boston Hood Cleaning*
- Patrick Magee-Bertoni  
  *Aircare Environmental Services, Inc.*
Welcome New Members

**New Members**

**Active North American**
- Randal Kunimura, CECS, Best Way Cleaning Services, Honolulu, HI
- Sheila Dayspring, Gwin’s Steam Cleaning, Inc., West Carrollton, OH
- James Epperson, CECS, Halo Restoration Services, LLC, Irving, TX
- Jack Grace, CECS, CESI, HOODZ of Las Vegas, Las Vegas, NV
- Mark Wagemaker, Northland Fire & Safety, Inc., Superior, WI
- Kianna Friesen, CECS, P&K Kitchen Exhaust Cleaning, Inc., Winnipeg, MB
- Paul Curry, CECS, Southeast Extinguisher Service, Inc., Juneau, AK

**Associate**
- Barb LaRock, 3M Company, Saint Paul, MN
- James Selle, Grease Guard, LLC dba Rooftop Solutions, Naperville, IL

**Food Service**
- Moana Navarro, Magnolia Cafe, Austin, TX
- Peter Anthony Beaupre, Scripps Health, La Jolla, CA
- Ed Riley, Toronto Western Hospital, Toronto, ON
- William Romero, WindCreek Hospitality, Atmore, AL

**Active International**
- Fadi M. Shoura, Advanced World Trading, Riyadh, Saudi Arabia
- Grace Pacursa, Gulf Special Building Maintenance LLC, Dubai, United Arab Emirates
- Krishna Kumar Panicker, Skodtec Cleaning Services LLC, Dubai, United Arab Emirates

**Risk Management**
- Nicholas S. Galakis, AXIA Risk Management Services, LLC, Parsippany, NJ
- Jeff Brassel, PE, CSP, Nationwide Insurance, Wheaton, IL
- Shaunna White, Nationwide Insurance, Canyon Country, CA

**AHJ**
- Wilbert W. Kelly, Anderson Fire Department, Anderson, IN
- John Chandler, Andover Volunteer Fire Company, Andover, OH
- Jeff Holmyard, Barrie Fire And Emergency Service, Barrie, ON, Canada
- James Yocum, Boardman Fire Department, Boardman, OH
- Cory Hinderliter, Boardman Twp. Fire Department, Girard, OH
- Daniel Perez, Borough of Paramus, Paramus, NJ
- Steve Crauger, Bristol Fire Department, Bristolville, OH
- Lee Davison, Brookfield, Toronto, ON, Canada
- Ralph Schmidt, Cambridge Fire Department, Cambridge, ON, Canada
- Daniel Michael Jager, Capital City Fire Rescue, Juneau, AK
- Tim Tustin, Central York Fire Services, Newmarket, ON, Canada
- Christopher Paluch, Centre Wellington Fire & Rescue, Fergus, ON, Canada
- Ayesha Sherrie Hayman, Charlotte Fire Department, Charlotte, NC
- Scott Sproule, Chatham-Kent Fire & Emergency Services, Chatham, ON, Canada
- Shawn Mifflin, Chatham-Kent Fire & Emergency Services, Chatham, ON, Canada
- Marvin F. Murray, Cheraw Fire Department, Cheraw, SC
- Linda Pierce, City of Brampton Fire & Emergency Services, Brampton, ON, Canada
- Tony Magnabosco, City of Greenwood, Greenwood, IN
- Ryan Schmidt, City of Indianapolis, Indianapolis, IN
- Tim Redmond, City of Indianapolis, Indianapolis, IN
- Rebecca Jarry, City of London Fire Department, London, ON, Canada
- Haiyan Gao, City of Markham, Markham, ON, Canada
- Steve Fowlds, City of Pickering Fire Services, Pickering, ON, Canada
- Aaron Huet, City of Timmins, Timmins, ON, Canada
- Daniel Labelle, City of Timmins, Timmins, ON, Canada
- Gene Weaver, Columbus/Bartolomew Dep’t of Technical Code Enforcement, Columbus, IN
- Kelly Perneel, Constructional Service Canada, Kingston, ON, Canada
- John Pata, Corrales Fire Department, Rio Rancho, NM

*New AHJ Members continued on next page*
David Rea, Cortland County Fire Department, Cortland, OH
Donnie Blankenship, Dalton Fire Department, Dalton, GA
Scott Hearn, Dalton Fire Department, Dalton, GA
Jesse Moore, Delhi Township Fire Department, Cincinnati, OH
Steve Tiernan, Gananoque Fire Service, Gananoque, ON, Canada
John James Way, Glastonbury Fire Marshal’s Office, Glastonbury, CT
Breyan Sinnott, Gravenhurst Fire Department, Gravenhurst, ON, Canada
Adam Noble, Greenford Township Fire Department, Greenford, OH
Scott Walter McBride, Hampshire Fire Protection District, Hampshire, IL
James Pantalone, Howland Township Fire Department, Warren, OH
Daniel R. Wilkerson, Huntsville Fire & Rescue, Huntsville, AL
Adam Newsom, IDHS, Indianapolis, IN
Chris Betzner, IDHS, Noblesville, IN
Jeff Gabbard, IDHS, Dublin, IN
Michele R. Knoy, IDHS, Columbus, IN
Mike Symes, Innisfail Fire And Rescue, Innisfail, ON, Canada
Karl J.R. Gleason, Karwarth Lakes Fire Rescue, Lindsay, ON, Canada
Mike Wiley, Lasalle Fire Services, Lasalle, ON, Canada
Derrick Clark, Leamington Fire Services, Leamington, ON, Canada
Mohammad Dadgardoust, LRI Engineering Inc., Toronto, ON, Canada
Andrew Herendeen, Manchester-by-the-Sea Fire Dep, Manchester, MA
Dwayne Benjamin, Markham Fire Department, Markham, ON, Canada
R. Todd Stitt, McDonald Fire Department, Mc Donald, OH
Kevin Kuriantnyk, Mecca Township Volunteer Fire Dept, Cortland, OH
Harold Maynard, Milton Township Volunteer Fire Department, Lake Milton, OH
Mike Isles, Municipality of Dysart Et Al, Haliburton, ON, Canada
Douglas Holland, Muskoka Lakes Fire Department, Port Carling, ON, Canada
Chris Nichol, North Bay Fie Department, North Bay, ON, Canada
Mike Bechard, North Bay Fire and Emergency Services, North Bay, ON, Canada
Sheri Korn, North Bay Fire And Emergency Services, North Bay, ON, Canada
Shannon Armitage, North Grenville Fire Service, Kemphille, ON, Canada
Donald P. Garcia, Northwest Fire District, Tucson, AZ
Laura Ford, Oshawa Fire Services, Oshawa, ON, Canada
Graham Stetler, Perry Township Fire Department, Emsdale, ON, Canada
Howard Jinkerson, Peterborough Fire Service, Peterborough, ON, Canada
Patrick Wayne, Peterborough Fire Services, Peterborough, ON, Canada
Adam Fowler, Pickering Fire Services, Pickering, ON, Canada
G.R. Nicholson, Rideau Lakes Fire And Rescue, Delta, ON, Canada
Austin Sealey, Saraland Fire Rescue Department, Saraland, AL
Shawn Shepherd, Seattle Fire Department, Seattle, WA
Andrew Bowyer, Selwyn Fire Department, Bridenorth, ON, Canada
Joseph Tomphey, Six Flags Fire Department, Jackson, NJ
Thomas Reinhardt, Skokie Fire Department, Skokie, IL
Nick MacGillivray, South Stormont fire rescue, Long Sault, ON, Canada
Mike Barnhart, State Fire Marshal's Office, Greenfield, IN
Bob Hamilton, Tecumseh Fire And Rescue Services, Tecumseh, ON, Canada
Jadie Scaman, Tillonsburg Fire Department, Tillsonburg, ON, Canada
Michael Gianantonio, Town of Glastonbury, CT USA, Glastonbury, CT
Justin Wiesner, Town of Greece, Greece, NY
Christine Lassaline, Town of Lakeshore Fire Department, Bellerive, ON, Canada
David T. Phelan, Township of North Bergen, Manahawkin, NJ
Troy Ronald Hatt, Township of Spring Department of Public Safety, Sinking Spring, PA
Jason Jesse, Travis Air Force Base Fire Department, Travis AFB, CA
Charles Turpin, Welland Fire & Emergency Services, Welland, ON, Canada
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