

Bulletin: 21-19

TO: All Greenheck Representatives
FROM: Bethany Seubert
Product Manager, DOAS
DATE: June 10, 2019
SUBJECT: Updates on Dedicated Outdoor Air Systems



The Greenheck DOAS (Dedicated Outdoor Air Systems) team is 100% dedicated to supporting and answering questions you have regarding our DOAS models RV, RVE, ERCH, and ERT. To help, we have a new dedicated phone number and email for customer support to contact our dedicated outdoor air team:

DOAS Customer Support Phone: 1-866-478-2574

- Dial 1 for Field Service & Troubleshooting
- Dial 2 for Applications & Selection Support

DOAS Customer Support Email:

- DOAS@greenheck.com

Greenheck DOAS is also providing new products and features with high quality and competitive pricing! We have introduced several highly anticipated new products in the past six months, including the larger RV-110 and RVE-180 housings and inverter compressors up to 30 tons. In the April CAPS® release, we expanded the inverter compressors to the RV-110 and RVE-180 housing from 30 to 70 tons. We have also standardized our multipliers to be competitive right out of CAPS on all RV/RVE housings. With these competitive multipliers in CAPS, *further discounting is no longer needed*. Only jobs where the RV/RVE is basis of design (BOD) are eligible for a reduction to the CAPS multiplier.

Basis of design gives you the best opportunity to win jobs on bid day. The DOAS team has developed several tools to help you in your BOD efforts:

- The DOAS competitive guide illustrates how to use specifiable features based on our competitive position. Look for an updated guide being sent to you soon!
- The DOAS Mini-MLC (Mobile Learning Center) demonstrates the DOAS specifiable features for your customers. Schedule the DOAS Mini-MLC trailer to visit your office and customers today by contacting your regional sales manager.
- eCAPS® helps your engineers design around the most competitive DOAS unit for their application.
- A [new catalog for the model RV and RVE](#) showcases the new features & capacities.

Basis of Design Discount Process

The same discount request process you use today will be used to receive the BOD discount. Please provide a written record of basis of design through a schedule with the brand (Greenheck) and model (RV/E) included. (This is required for the BOD discount to be provided. The new BOD discounts will put you in an even better position to win!

For more information on these and other DOAS updates, please reference the webinar on RepNet under Training & Visits > Online Training > New in CAPS 4.29 – Dedicated Outdoor Air Updates.

Your sales effort is greatly appreciated! Please contact Bethany Seubert at DOAS@greenheck.com or **1-866-478-2574** if you have questions regarding these updates.