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## WE'RE HERE FOR YOU!

When you call Bergquist, you get your questions answered by the people who **know** propane equipment.



## How Do You Do It?

### *How do you balance your career and manage your family life?*

by Lauren Clark, CEO, Bergquist, Inc.



Lauren Clark

I attended leadership training in my early days as a manager and the trainer said something that has always stuck with me, "You cannot balance work life and home life. You only have one life." He went on to talk about how we each have to figure out how all aspects of our life work together. So when people ask "how do you do it all?" I often respond that I don't. I am surrounded by great people. I have an amazing team at work and I have an incredible team at home. In addition to that, some days I have to triage what everyone needs from me and then give my attention and energy where it is most critical.

When I travel for work I am often asked "where are your kids?" and I respond that my husband has everything under control and that a small army of our friends and family are helping with the shuttling of four kids to school and numerous extracurricular activities. Everyone at home is fine without my physical presence for a few days. Being physically gone, however, means I do have to prepare a bit more than I used to. There is the organizing of schedules, coordinating childcare, preparing meals, and doing the laundry before I leave to set my family up for success without me. Even when gone on work trips, I check in to support household needs and send text-message reminders. I'm never mentally gone from home.

I'm fortunate for the flexibility to work anywhere, anytime. It's not uncommon to get an email from me at midnight, although I am getting better at using "scheduled send" for the next morning. (I don't want anyone to feel obligated to work those hours and respond to me.) Working in the middle of the night means I can go on fieldtrips with my kids' class or, for the past fifteen months or so, be an adjunct teacher for virtual school.

Being a mom to four young kids and being the CEO of a company means I have to be organized and keep on top of my calendar. It means I have to trust that everyone else on my team is capable of greatness. And to let them be great it means having to be a role model for imperfection on occasion. I too get overwhelmed and need to take a break and regroup (usually with my calendar and to-do lists). There is also an opportunity here to build on the family-centered values Bergquist has always had. The work environment is evolving not only for moms but for dads too. Parenthood is only one aspect competing for an employee's time. Perhaps employees care for an elderly parent, support an adult child with a disability, or are navigating their own chronic health condition. Our society is in transition for a more integrated work-life-family continuum. I'd like to believe Bergquist models how successful companies can be nimble in the definition of "work" and "life". As a CEO & mom with four young kids I don't do it all (alone) and together we strive to get it right more days than not.

# Did You Know?

by **Trent Johnson**  
**Bergquist, Inc.**

Oil & Energy Magazine,  
April 2021



## Vacuum-purged propane containers can have effects on new appliances

Vacuum-purged propane containers are delivered with a sealed vacuum purge, which is completed at the manufacturing facility. When new vacuum-purged containers are introduced into service, they typically have methanol drawn into the container using a vacuum. Propane is then added to the cylinder or tank. The vacuum purge allows for a cleaner container with fewer contaminants, which should ultimately lead to straightforward propane installations.

This year marks my 31st anniversary in the propane industry and after all my years of experience and familiarity, I can still learn something new about the business in some form or fashion. Recently, it was the effects that vacuum-purged propane containers have on certain newer appliances.

Not too long ago I had a conversation with a propane marketer from central Virginia regarding issues with a recent water heater installation. The propane marketer's service manager informed me about a new Rinnai Sensei tankless water heater model shutting down soon after it was put into service. The propane tank was full — the propane liquid level was at 80 percent — and included additional methanol to mitigate any potential freeze-up problems. After some troubleshooting, the service manager learned that a new vacuum-purged propane tank (for propane vapor distribution) dedicated solely to a new Rinnai tankless water heater caused the unit to shut down. How come?

The Rinnai unit's sensors were so sensitive they detected a vacuum even after introducing propane into the container.

The propane marketer in Virginia eventually connected an older, previously used 100# DOT cylinder to the new propane-vapor distribution system dedicated to the Rinnai Sensei tankless water heater. Needless to say, the unit started and ran without issue. The new, vacuum-purged propane tank,

without a proper propane-vapor purge, was then reconnected to the system, and the tankless water heater locked out and would not start. The Rinnai Sensei tankless water heater sensors detected the vacuum once again. The propane marketer conducted a propane-vapor purge on the new vacuum-purged propane container and the issue of the Rinnai Sensei tankless water heater shutting down prematurely was finally resolved.

If a propane-vapor distribution system is dedicated to a newer appliance (e.g., a Rinnai Sensei tankless water heater), a new vacuum-purged container must be purged by evacuating the vacuum. Ideally, the container should be purged using propane vapor at 15 psig. Evacuate the propane vapor and repeat the process with three additional propane-vapor purges. In other words, a good old-fashioned propane-vapor purging is required to remove the vacuum completely.

It was interesting to learn after all of my years in the industry that if other appliances are connected to a propane-vapor distribution system, it is good practice to start and run those appliance before introducing an appliance with ultra-keen sensors like a Rinnai Sensei tankless water heater. Starting and running the other propane appliances before the tankless water heater will reduce the system's vacuum and prevent potential startup issues.

It is important to note that all of the technical service information regarding new, vacuum-purged propane containers and their effects on Rinnai tankless water heater models is also available from Rinnai's technical department.

This experience is confirmation that, in the propane industry, we all have the opportunity to learn something new every day — no matter how much experience we may have.

**Trent Johnson** is Mid-Atlantic Sales Manager at propane equipment distributor **Bergquist, Inc.** He can be reached at 540-842-2109 or [trent.johnson@bergquistinc.com](mailto:trent.johnson@bergquistinc.com).

## Did You Know? Update and Correction

Trent Johnson, Area Sales Manager – Delaware, Maryland,  
North Carolina & Virginia

I received a very thoughtful response to my *Did You Know?* article originally published in the April issue of Oil & Energy Magazine. Tim Johnson of Propane Plus Heating & Cooling in Rehoboth, MA wrote of his familiarity with Rinnai tankless water heater models with similar service issues. One key difference Tim found from his experience was that the presence of methanol caused tankless water heaters to shut down - not the vacuum purge from new tanks. In addition, Tim said appliance sensors cannot detect a vacuum. What the water heaters can detect, however, is methanol. As Tim said, tankless water heaters are not designed to run on alcohol. They are designed to run on propane.

Tim was very gracious in his email and I really appreciate him taking the time to share his field experiences with me. Because of Tim communicating his knowledge of the subject to us, we now have a better understanding of the issue and are grateful to relay the information on to you. As acknowledged in my first article, this situation is just confirmation that every day we have the opportunity to learn something new in the propane industry. I sure did. Again!

## 2021–2022 NPGA Officers Sworn in at Board Meeting



Bob Barry

### **Robert Barry of Bergquist, Inc.**

assumed the role of Chair of the National Propane Gas Association at the NPGA Board of Directors Meeting on June 8, 2021. Bob has served NPGA in numerous capacities including Distributor Section Chair, Audit Committee Chair, and member of the Executive Committee and Member Services Committee. The

officer slate for 2021-22 was also confirmed at the meeting. Michelle Bimson Maggi of AmeriGas/UGI will serve as Chair Elect; Jeff Stewart of Blue Star Gas will serve as Vice Chair; and Tom Van Buren of Meritum Energy Holdings will serve as Treasurer.

## MONTHLY Bergquist Training Webinar Series

***Our training sessions cover everything from installation to maintenance***

Bergquist training webinars are designed to help propane marketers and installers better serve their customers. We have courses covering the basics of propane and propane storage, all the way through advanced training covering our specific products. Each course is taught by experienced propane experts.

**After attending our training, your team will have the skills to determine:**

- Unique products and benefits for your business
- How to correctly install our propane products
- Methods for maintaining propane vapor and liquid systems

### Training session schedule

DATE	TOPIC	PRESENTER
July 20	Cavagna Omeca Products	Randy Warner, Product Safety Manager, Cavagna North America
August 17	Rinnai Products	TBD
September 21	MEC Smartphone App	Mike Tartaglia, Sales Application Engineer, MEC
October 19	Cavagna Truck Equipment	Randy Warner, Product Safety Manager, Cavagna North America

The webinars begin at **11:00 am** Eastern.

To join the livestream, visit our Facebook page at [facebook.com/Bergquistinc](https://facebook.com/Bergquistinc)

Recorded streams are also available at [bergquistinc.com/academy/training-videos](https://bergquistinc.com/academy/training-videos)



# Bergquist Bulletin

SUMMER 2021



## Your Propane Equipment Experts

### HOME OFFICE & WAREHOUSE

1100 King Rd., Toledo, OH 43617

**800-537-7518**

### BOWLING GREEN

1344 Memphis Junction Rd., Bowling Green, KY 42101

**800-448-9504**

### INDIANAPOLIS

Carmel, IN 46032

**800-662-3252**

### KANSAS CITY

11006 Parallel Parkway, Suite 204, Kansas City, KS 66109

**800-821-3878**

### MINNEAPOLIS

327 Marshall Rd., Suite 355, Shakopee, MN 55379

**800-328-6291**

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## Bergquist, Inc. Telemetry Unit Appoints New Leadership

*Leading Wholesale Propane Equipment Supplier Promotes Telemetry Unit Manager*



*Jim Schwartzfisher*

Bergquist is expanding their telemetry unit by appointing Jim Schwartzfisher to the new role of Telemetry Unit Manager.

Schwartzfisher began his career at Bergquist with a goal to reduce marketers' operating costs through efficient technology practice. He was hired in 2019 as Technical Support Specialist and has mastered the ever-changing details of the BTU's technology and practices.

"Jim knows what our customers are looking for," said Joe

Service demands are met with an ever-evolving and innovative technology department at Bergquist, Inc., the industry leader in wholesale propane equipment distribution. The Bergquist Telemetry Unit (BTU) uses analytics to improve marketer operation efficiency and profitability. With a growing demand for these services,

Montroy, Vice President of Sales. "As manager, he will be able to communicate these needs to our manufacturers. Jim stepping into this role is ultimately going to help the BTU provide even better customer service."

The BTU improves marketer operations by using specialized technology to monitor and report end-customer fuel usage and propane marketer product inventory data to improve customer services. This provides distributors an accurate look into supply and demand data.

As manager, Schwartzfisher will be responsible for overseeing sales and customer services. A few of his new duties include directing and coordinating sales activities, direction over hiring and training of new sales representatives, tracking and analyzing sales statistics based on key quantitative metrics, and resolving customer inquiries.

For more information about any of Bergquist's 12,000 products in stock or the BTU, visit [www.BergquistInc.com](http://www.BergquistInc.com). Follow Bergquist, Inc. at [www.Facebook.com/BergquistInc](https://www.facebook.com/BergquistInc) or [www.Twitter.com/BergquistInc](https://www.twitter.com/BergquistInc).