



- KNOWLEDGEABLE
- FIELD EXPERIENCED
- PROFESSIONAL ADVICE
- TSA'S TRAINED MONTHLY
- GEOGRAPHICALLY DIVERSE
- ADVANCED TROUBLESHOOTING SKILLS

## TSA Group

Formulated officially as of September 2010 and with the work of Senior Product Manager Jeff Thompson, the TSA group has been meeting monthly to educate themselves and each other on all the newest trends in the HVACR industry. "This industry has evolved through technology and now requires more time to technically assist our contractors". Eddie explained. "We also spend a lot of time with our Branch Managers, Outside Salesmen, and the entire company to figure out exactly what we should be training ourselves on. What we find is that the best ideas come from those that are closest to the fire." "Contractors today are eager to resolve issues quickly to help their customer, through the resolution of the problem. We can assist them in this need."

You may be asking yourself what exactly is a TSA? As defined from Eddie Howell, "TSA is a Technical Service Advisor and our mission as the TSA Group is to create customer loyalty through education and product support." "As the company has grown, there has been additional strain for one technical advisor. With this group intact, it allows for an increased efficiency of communication to contractors. If one of our TSA'S is not available to assist the contractor's call or is not particularly strong in a subject, they now have a network of TSA's throughout the company to rely upon."

## Meet Our TSA Team:



**Eddie Howell** 38 years Industry - 20 APR years  
APR Supply TSA Training Manager, Nordyne TSA, NATE Certified in 4 Disciplines (Air Conditioning, Heat Pumps, Gas Furnace, Oil & Gas Hydronic), RSES Member, NAOSHM Local Chapter, Trainer at NAOSHM May 2011, HVACR & Plumbing Instructor Training 2007 – Current. Contact him at [ehowell@aprsupply.com](mailto:ehowell@aprsupply.com) or 717-274-5999 ext 1018



**Steve Howell** 24 years Industry - 14 APR years  
Specializes in Control Wiring, Heating, Air Conditioning, Boiler Controls, Gas Pipe Lines, Radiant Heating, Circulators, Nordyne, Manual J Calculations, Duct Design. Contact him at [showell@aprsupply.com](mailto:showell@aprsupply.com) or 717-274-5999 ext 4177



**Craig Hughes** 30 years Industry - 1 APR year  
NATE Certified since 1991, Member of RSES Refrigeration Service Engineers Society, Specializes in Commercial Rooftop Units, Hydronics, Control Wiring, Oil Heat, Heat Pumps, Air Conditioning, Duct Design. Contact him at [chughes@aprsupply.com](mailto:chughes@aprsupply.com) or 717-274-5999 ext 2025



**Dave Pritt** 27 years Industry - 2 APR years  
Formerly NATE Certified, Teaches Basic HVAC Franklin County Vo-Tech, OAB Occupational Advisory Board Member, Specializes in Heat Pumps, Air Conditioners, Gas/Oil, Boilers, Mini Splits, Manual J Calculations, Line and Low Voltage Control Wiring. Contact him at [dpritt@aprsupply.com](mailto:dpritt@aprsupply.com) or 717-274-5999 ext 4377



**Bill Myers** 19 years Industry - 4 APR years  
NORA National Oil Heat Research Alliance Gold Certification, HARDI Counter Certification, Oil Burner Troubleshooting, Duct Sizing, Gas Piping Sizing, Oil Burner Controls, Line and Low Voltage Control Wiring. Contact him at [wmyers@aprsupply.com](mailto:wmyers@aprsupply.com) or 717-274-5999 ext 4127



**Jeff Andrews** 18 years Industry - 5 APR years  
Boiler Controls, Gas Pipe Lines, Radiant Heating, Circulators, Nordyne, Manual J Calculations, Duct Design. Contact him at [jandrews@aprsupply.com](mailto:jandrews@aprsupply.com) or 717-274-5999 ext 4079