

## From The Desk: Wave of Lawsuits

Johnstone Partners,

I recently read an article in **the News** that struck a nerve. It focused on the ongoing and growing litigation of poorly designed and/or installed HVAC systems. This is a challenge that keeps me up at night and has me constantly fighting for ways to improve.

I am often frustrated by the volume of change forced on our industry through government regulation that often demands efficiency or environmental performance beyond our industry's capacity. I believe we are an easy target since our industry is so measurable by statisticians and because of our history of “making it happen.” The challenge is keeping up with the tools, training, and best practices to deliver quality through the change.

Historical systems were much more forgiving, but today, the requirements for proper design and installation, as well as exacting air flow, electrical, and home envelope standards, can be daunting. At Johnstone Supply – The Petit Group, we hold routine training courses, have a robust on-demand Johnstone University website, and have eight full-time technicians to support personnel to help our customers succeed.

What we push for is participation. We need more technicians in training. We need better tools in technicians' hands. We need better installation processes. We need more collaboration with owners and their technicians to solve problems and win. The better we do these things, the more we insulate our industry from the legal industry.

If you would like to read **the News** article, click here. [How Improper HVAC Installation Is Fueling a Wave of Lawsuits](#)

Thanks,

Dwayne