

# AT YOUR SERVICE

News and updates of the products, projects and people of building automation



## Welcome to Our New Home, Sweet Home!

by Mike Riley & John Crownhart

Throughout CSC's almost 50 years in business, we have lived through and adapted to many generational changes. Change is imminent, and CSC strives everyday to reinvent itself and adjust to current and anticipated changes. As the businesses and communities we serve continue to grow and technology evolves, the industry works diligently to provide relevant solutions. At Control Service Company, we do this by continually honing our skills, expanding our knowledge base and reinventing how we provide valued services.

During this time, we've been located in various offices, including the last 13 years spent at our Ralph Powell Road address. However, as our clients' needs increase, we've been growing our team to provide the best service possible. We are thrilled to announce that we have moved into our new location just up the road at [3621 NE Akin Dr., Lee's Summit, MO 64064](#). This move positions CSC for many years of growth and provides expanded services for both our CSC family and our customers.

### 1) Expanded Work Environment

Our new facility features specific spaces designed for project collaboration among our internal staff as well as contractors, vendors, engineers and end-user partners. It will also allow us to bring on additional resources to grow with you and stay ahead of industry innovations for your building technology needs.

### 2) Advanced Training Center

A greatly expanded training center will allow us to increase our training classes both in number and in content scope moving forward. This room will utilize controls that automate the participation process for attendees, while providing state-of-the-art technology and tools to facilitate a better learning environment. Stay tuned for complete details that will be available when we launch our new website soon!

### 3) Customer Solutions Center

With service at the heart of everything we do, we are pleased to now have a customer solutions center available for our customers and business partners. Here we'll host vendors and suppliers, as well as our engineering partners, for product showcases and demonstrations. This collaborative space will provide an educational platform across many building systems, helping to foster innovative ideas on different technologies for our clients.

### 4) Expanded Parts Department

In order to ensure you're getting the most from your building technology investment, we believe you should have easy access to the parts and materials that keep your systems functioning properly.

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Customers can come in to our new Parts Counter on the west side of our building for direct access to our expanded parts department, featuring a broad array of stocked materials for Automated Logic Controls, ABB VFDs, Belimo Control Valves, BAPI Sensors, Axis Cameras, Card Access Systems, Structured Cabling and much more.

At Control Service Company, we are constantly working to meet today's customer needs with an eye on the future. Our new building reflects an ongoing commitment to our customers to provide the highest level of service available while continuing to get more efficient at what we do every day.

If you are in the neighborhood, we encourage you to stop by and see our new home and provide some feedback on what we can continue to add to make it your home as well. In the spring of 2019, we will be hosting an open house to show off our new space and, more importantly, show you, our customers, just how much your business partnership and support means to the CSC team.

## The Future of Controls Is Here

by Brad Masuen, Engineering Manager

*Event Spotlight:*

*Automated Logic Technical Seminar*

As part of our commitment to staying on technology's leading edge and providing our clients with advanced solutions that address their building automation needs, Control Service Company is pleased to have sent representatives to Automated Logic's annual Technical Update Seminar. Held October 24-28 in Washington, D.C., this seminar provided the opportunity for experienced Automated Logic technicians and engineers to learn about new industry trends and, in turn, provide influence on cutting-edge products, features and services under development. This year's seminar primarily focused on:

- Advanced reporting features within WebCTRL and its inherent ability to transform large amounts of data into useable reporting for clients, engineers and energy managers
- Advanced networking solutions pertaining to BACNet binding, virtual integration and security

- Next Generation Hardware – Optiflex line of routers and building controllers, and next gen zone sensors (wired and wireless)
- WebCTRL 7.0 software suite product enhancements, with an emphasis on energy conservation dashboarding and chilled water plant optimization

*Product Spotlight:*

*ZN341A*

In third quarter 2018, Automated Logic announced the release of its next generation VAV controller, the ZN341A. The ZN341A is used for zone control applications. It has a built-in flow sensor and detachable actuator, which uses a patented flow algorithm and mounts directly on the VAV terminal damper shaft. This design allows users to disconnect the actuator from the controller and mount them separately, connecting them with just the actuator cable or using an additional extension cable, up to a maximum distance of 300 feet. The ZN341A's release is the next step in ALC's next-generation hardware rollout. Ultimately, the controller enhancements allow for greater installation flexibility and robust control operation to achieve maximum occupant comfort.

# Training to Automatically Meet Your Needs

by Scott Ullrich, Service Manager

Our new office quadruples our space to provide world-class training to our customers. As we grow into this new facility, we are refreshing our traditional class list, offering training from our industry partners, and creating additional new training offerings that address the needs of our customers now as well as in the future.

## Twice the Training Value

In addition to our location in Lee's Summit, we also have a training facility in our office in Springfield, Mo. We have held three customer training weeks in Springfield this year for more than two dozen customers. Moving forward, we will continue to offer consistent local training for each location we serve. Our website will continue to be the place for the most up to date information on our training schedule. Learn more at [www.controlservice.com/training](http://www.controlservice.com/training).

Do you have thoughts and ideas about how we can enhance our training services to better support your facility or team? Please contact me directly and I will be happy to assist you.

## Did You Know?

In many industries, the requirement to provide weekly, daily and even hourly compliance reporting is increasing. If you have such a need, this may be an opportunity to discuss how your Automated Logic system could record and report to you, **automatically**, the required information at the intervals that you set to meet your compliance expectations.

Temperature, Humidity, Pressure, Water Temp, Room Conditions, Refrigerators, Freezers and even Tank Levels are some of the ways that we are currently supporting our customers. How can we best serve you and leverage the tools we have available to provide you the information you need automatically?

If we can help, please contact me (sullrich@controlservice.com, 816.600.5808), Troy Richter (trichter@controlservice.com, 816.600.5816) or your primary service person.

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United Technologies

In the development of critical facilities, there is so much more to consider than just the price when it comes to implementing control systems. Sometimes, we pay more for Control Service Company and the Automated Logic product, but it is because they are both second-to-none when it comes to reliability. In working with CSC, our clients can be confident the products and processes in place will keep their most precious data and resources protected.

*Tim Frank, Principal  
Burr Computer Environments*

# In Our Estimation, a Farewell and Welcome Are in Order

by Stan Chandler, Pre-Construction Manager

For more than 25 years, Larry Gray has been estimating controls projects for our customers.

I remember when I was a CSC customer, I used to see Larry's name at the bottom of my many proposals and wondered who this Larry Gray guy was. When I started with CSC in August of 2011, I quickly realized that Larry was a pillar of the company who held an immense amount of controls and institutional knowledge. I immediately knew I needed to make every effort to extract as much knowledge as possible from him, and soon after we began working together he became a close friend.

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Although Larry wanted no party, there was no way we could not have a few drinks and laughs before he left. We will miss Larry dearly and wish him the very best as he enjoys this new phase in his life.

Prior to Larry's departure, with many wondering "what are we going to do?", the estimating team began our rebuilding. On July 5, 2018, Galen Sharp came on board to lead the estimating team. Galen

comes from many years of electrical work, which included extensive control project installations. Galen's experience will strengthen our installation estimates and bring a welcomed electrician's perspective to our project development. On September 24, 2018, Brian Ericksen joined the estimating team. Brian brings more than 20 years of controls experience in estimating and business development. Together Galen and Brian provide us a strong project development and estimating team, whose complementary skills and knowledge will support the continued growth of Control Service Company. If you are calling in as a partner or customer, or working with them as fellow CSC team members, please help welcome them.

# SALES UPDATE

# EMPLOYEE SPOTLIGHT



## Scott Ullrich, Service Leader

Information provided by Garret Hart, Parts Department

Allow me to brighten your day and introduce you to Scott Ullrich.

Scott leads our service team here at Control Service Company with enthusiasm and vigor.

You will know that Scott is near when you feel (almost physically) the energy in the room lift. You will hear in his voice that he can barely contain the exuberance he sees in each new day and in each new greeting. Spending any time with him will reveal that service, whether here at work or outside of it, is an obvious theme of his life and will continue to be until the end of his days.

### *What is your favorite color and why?*

It varies between blue and red – probably blue right now. [I think we all fearfully know the why ....] The Jayhawks probably have a lot to do with that.

### *If you could only listen to one radio station from now till the end of time what would it be?*

Sirius XM Business Radio. I really enjoy hearing the thoughts and ideas presented.

### *Describe your perfect day.*

Going to the gym with my wife, having dinner with my kids, and having the flexibility to help others.

### *Name one of your favorite movies.*

Armageddon. This was one of the first movies I experienced in quality surround sound, which blew me away. On a deeper level though, seeing people go into extreme situations to save the world is both challenging and encouraging.



## A New Online Home Is Coming, Too!

As our team, our office and our services continue to evolve, we recognize that it's important our online presence reflect these changes. To close out the quarter, we're planning the launch of a brand-new website! This change will allow current and prospective customers to:

- Become familiar with our expanded service offerings and capabilities
- Understand the value of doing business with us, as shown in various customer case studies from numerous verticals
- View and register for the expanded training classes available through a seamless online experience

Keep checking [www.controlservice.com](http://www.controlservice.com) in the coming weeks for this exciting change!



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