



PROTECTION WHERE IT MATTERS MOST

Plumbing contractor offers customers peace of mind by installing tried and true products

When a plumbing contractor is called to a customer's home – whether it be for service or a new installation – the last thing they want is to be called back because of a faulty part or product. Callbacks cost home service contractors both time and money. Therefore, it's important to partner with reputable manufacturers who stand behind their products and provide the support contractors need in and out of the field.

When it comes to identifying such a manufacturer, Phoenix-based Any Hour Electric Plumbing Heating & Air works with Resideo for its long-held history and trusted Honeywell Home brand. The Any Hour Group of companies is made up of 19 brands in 24 locations across the U.S., and Any Hour Phoenix just celebrated its one-year anniversary in April.

A 30-year industry veteran, Any Hour General Manager Dave Harvey explained he has worked with Resideo for years. He knew Resideo products were what he wanted to offer customers in his market.

"I like the brand. Resideo is a good product, they have quality parts, and use good brass. It's a little more expensive, but it's worth it because of the quality. I like it because I don't get any callbacks – we don't have to do any warranty work. That's the biggest benefit."
~ Dave Harvey, Any Hour General Manager

Honeywell completed the spin-off of Resideo Technologies Inc. in 2018, and since then, Resideo has become a leader in the smart home HVAC controls, plumbing, and security markets. Carolyn Greene, Eastern U.S. Water Sales Leader for Resideo, and a Master Plumber herself, explains that Resideo is a whole-home solutions company that protects what matters most.

"Our solutions monitor your temperature, they can help balance your indoor air quality, they control your water, and help ensure a safe and secure home. We have mixing valves, pressure-reducing valves (PRVs), hydronic products, and we just came out with our L Series water leak detection system – our application for the connected home that alerts homeowners that there is a leak and can shut off the water, even if the homeowner is not at the house."

~ Carolyn Greene, Resideo Water Sales Leader



Greene notes that Resideo is seeing growth in its plumbing and HVAC markets. "The reason why is because of the platform. We have a trusted thermostat and many other products that make life more comfortable and secure. And it's nice to offer all these products from the same manufacturer. This technology is not new to us – I like to think we're ahead of the curve! People just feel very 'comfortable' with our solutions. They know the name and that gives them security and makes them feel safe."

According to Harvey, Any Hour mostly uses Resideo's HVAC thermostats and, on the plumbing side, its PRVs. His team has not yet started offering leak detection solutions, but Resideo was recently at the contractor's Phoenix location to offer training. "We have a lot of retirement communities with pretty high populations, so this is a good market for leak detection," he explains.

Greene adds that leak detection can be a great source of revenue for contractors. "A lot of folks are back to work and are traveling again, and it seems like people are gone more," she says. "Traffic has gotten crazy, so commuting is taking longer. People are just away from home a lot longer than they used to be. More and more homeowners believe it's reassuring to know if something goes wrong, you have the power to protect your home when you're not there. With the way things are going with the economy, that peace of mind is important."



CATEGORY: PLUMBING, HVAC

SUBCATEGORY: PHCE TECHNOLOGY MANUFACTURER

- SERVICES/PRODUCTS PROVIDED:
- RADIANT HEATING SOLUTIONS
 - MIXING VALVES AND PRESSURE REDUCING VALVES
 - UNIVERSAL WATER HEATER GAS VALVES
 - LEAK DETECTION

YEARS AT NEXSTAR: 10



Relationship Goals



SCAN ME

Harvey notes that he has a relationship with several Resideo employees that he's met over the years. "We have a common goal, and that is to take care of the customer," he says.

"They take care of us, and we take care of the customer. There are also advantages like the financial rebates – we also get peace of mind that Resideo is a Nexstar vendor. We know if we have issues, we have the backing of Nexstar."

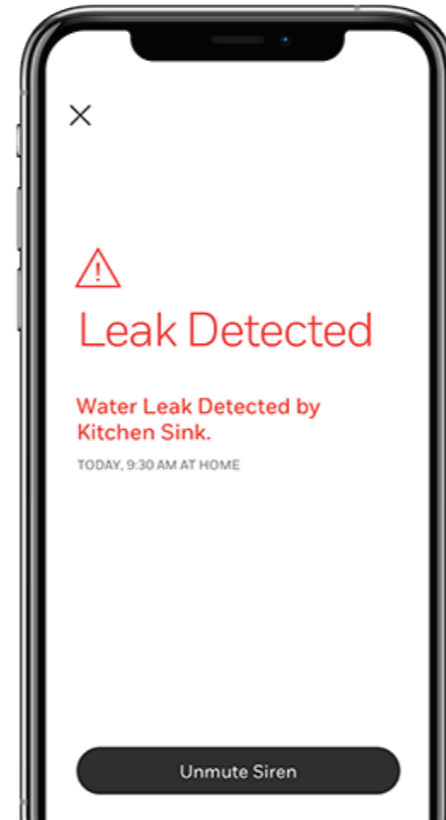
~ Dave Harvey, Any Hour General Manager

Harvey also notes that the manufacturer offers comprehensive training whenever he needs it. "I can have Resideo come in and do a product overview, or they'll bring in product and we'll tear it down so we're able to see how to replace some of the parts inside, and things like that. Resideo takes care of us."



"One distinct advantage to partnering with Resideo is the five specialists in her role throughout the U.S. The contractor has someone that is dedicated to them and knows about the product – because most of us are former contractors ourselves. We can go out on jobs, and if there is a problem, we can figure it out and come up with a solution. The support we offer is key. It's not just boots on the ground, we also have tech support help lines, our Resideo Academy App, and training platforms. We really want everyone educated, so contractors can go online and take classes on specific products. And if they need help, they can reach out to one of us personally."

~ Carolyn Greene, Resideo Water Sales Leader



Additionally, Resideo supplies its contractor and distributor partners with literature to help sell its products. "Using the L5 as an example, the literature talks about all the benefits and features for the contractor to show to the homeowner," she explains. "The sales professional shows the literature to homeowners, and it must be working because it's unbelievable how that solution has taken off. In the end, we're really focused on the profitability and success of the contractor."

Harvey loves working with Resideo so much, he's recommended the company to several Nexstar members, and will continue to do so at Nexstar events. "The personal relationship they bring to the table is fantastic," he says. "They're not just here to sell you products, but they're here to help you grow your business. I know when I install one of their products, Resideo has my back."

Why Resideo

- Learn, install, and service with Resideo specialized training
- Enjoy loyalty rewards and access to a wide variety of benefits
- Receive marketing materials and other sales growth tools

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~ Carolyn Greene, Resideo Water Sales Leader

4% Earn up to 4% back on Resideo products

130 years of experience

RESIDEO ACADEMY



On-Demand Curriculum



Hands-on Training



Blended Learning Experience



Micro Learning Lessons