



FLUKE®

Testimonial

Thermal imaging

Name: Craig Arbaugh

Company: Residential Energy Solutions

Imager model: TiR1, TiR32

“Thermal imaging is almost a necessity for a comprehensive audit.”

“Fluke’s cameras are beyond rugged.”

“I can’t begin to describe the value.”

• **What is your line of business?**

I’m a former builder with 28 years in the building industry. Six years ago I got into energy consulting, building consulting, and auditing. About 70 % of my business right now is building performance consulting.

• **How did you originally learn about thermal imaging? What benefits and applications of thermal imaging were attractive to you?**

My first exposure to infrared was with John Snell of Snell Infrared at a conference, where I learned about thermal imaging. At the time my auditing customers didn’t really know about infrared cameras. Today, nearly every one of my clients asks if I will be using infrared. The market has changed quite a bit.

• **Describe how thermal imaging fits in your business or as part of your services.**

It’s almost a necessity for a comprehensive audit. I just don’t think you can do an energy audit without it. It’s such a great education tool.

I’m expanding my business into other areas: roof surveys, general building leaks. I also work with contractors who want to know what’s going on behind the walls without destructive testing: insulators who want to know effectiveness of their insulation, or plumbers and roofers who need to find leaks.

• **What model of thermal imager do you have?**

I have two of them: the Fluke TiR1 and their new TiR32.

• **Why did you choose Fluke and why did you choose that particular model?**

Five years ago I rented and tried most of the major brands and models available. The Fluke TiR1 was such a durable, professional and affordable piece of equipment. The TiR32 that I bought later has higher resolution, is more sensitive, and allows you to change lenses for telephoto and wide-angle shots.

Fluke is a very reputable company. There are less expensive cameras, but they don’t show enough detail to allow you to share information with confidence. And Fluke’s cameras are beyond rugged. I once watched someone accidentally drop a competitor’s camera. It flew apart. That’s too fragile for the money and the construction sites where you’ll be using the camera. The grip and strap on Fluke cameras is so well designed that it’s almost impossible to drop it.

I want something that can capture pictures, allow for voice annotation, and easily download pictures and send them to my clients. Fluke’s features are very well thought out.

• **What benefits has thermal imaging brought to your business?**

It’s an awesome tool. It brought my professionalism to a different level and added tremendous value to my business. It’s a great investment.

• **Do you have an example?**

Homeowners often ask about vaulted or sloped ceilings that follow the roof line, with no attic to inspect. Is there insulation? Is it effective? IR provides a simple, cost effective way to find answers without doing extensive destructive testing.

• **Have you increased your income as a result of your thermal imaging purchase?**

Yes, by almost 30 %.

• **Do you believe it has provided you with a competitive advantage when you market your services?**

I can’t begin to describe the value.

• **Do you believe you made the right choice with Fluke thermal imaging?**

No question. The first camera helped me buy the second one!