

## Meet our Technical Services Team

Reliable's Technical Services Team is a group of fire protection experts. With an aggregate of more than 164 years of experience, the team is dedicated to educating customers on the industry and our products.



**Thomas (Tom) Multer**, Vice President, Product Technology, is a 1969 graduate of the University of Nebraska. He entered the sprinkler industry after spending three years as an Armor Officer in the U.S. Army. Starting as a sprinkler designer, Tom spent the next 20 years in all phases of sprinkler contracting: fitter, fabrication, sales, estimating, and corporate management. In 1993, he joined Reliable as the Manager of Special Systems where he was responsible for the development of special hazards systems and product training. He was then promoted to Director of Product Development where his primary duty was the development of new products and technical promotion of those products. Now, as the Vice President of Product Technology, Tom maintains those same duties while also having responsibility for Reliable's Technical Service Group. Tom's continued commitment to the industry include: Member of the NFSA-E&S Committee and serving on NFPA committees for Sprinkler Design and Discharge, Residential, Clean Rooms, and Water Spray Systems. He also holds numerous patents on fire protection products.



**David L. Asplund**, P.E., is a 29 year veteran of the fire sprinkler business. David has been employed by Reliable for the past 10 years. He has held several positions at Reliable including Regional Salesman, Technical Services Manager and Regional Sales Manager. His current title is Director of Technical Services. Prior to his career at Reliable, David spent 19 years as a fire sprinkler contractor for various companies in the western part of the United States. David has a Bachelor of Science Degree in Mechanical Engineering from the University of Colorado and is a licensed fire protection engineer in the states of Colorado & Washington. He has been NICET certified as a fire sprinkler layout technician and is a full member of the Society of Fire Protection Engineers.



**Michael L. Brown** is a veteran of the sprinkler industry with over 36 years. Michael graduated from Jacksonville State University in 1968 with a BS and a BA degree. His background includes 25 years in contracting as a designer, a project manager, a general manager and as the President/CEO of Crawford & Slaton and Challenge Fire Protection. Michael is a NICET Level III and for the last 10 years has been a Manager of Technical Services & Training for Reliable. Michael is a trainer, a teacher and the author of "The Leadership Ladder", a training manual for fire sprinkler foreman. Michael is a veteran and received both the Army Commendation Metal and the Bronze Star for his service in Vietnam as a platoon leader and a company commander. Michael is currently based at Reliable's new manufacturing facility in Liberty, SC. Michael is passionate about training and helping Reliable's customers as well as using his artistic talents painting. Michael has a studio/gallery in Seneca, SC where he spends his spare time.



**Chuck Gallagher**, P.E., has been in the fire protection contracting and engineering industry for over 20 years. Within this time frame, he has installed and designed a number of fire sprinkler systems for all occupancy and hazard types. In addition, he is a registered fire protection engineer and as such, has provided consultation and expert witness services within the fire sprinkler industry. He currently works as a Technical Services Manager providing internal training programs for sales personnel and outside training programs for engineering and contracting firms. In addition, he provides technical support for Reliable's product line and for Reliable's resale products manufactured by outside vendors.



**Salvatore (Sal) Izzo**, P.E., is a licensed professional fire protection and life safety engineer with over 15 years experience in fire protection engineering design and consulting, sprinkler contracting, and fire equipment manufacturing. He graduated from the University of Maryland with a BS degree in Fire Protection Engineering. Sal began his career working for a national fire protection engineering consulting firm in New York City. He is a registered Professional Engineer in the State of Connecticut and holds membership status in the Society of Fire Protection Engineers. He is actively involved in his community volunteer fire department, and has over 15 years of both volunteer and municipal fire department experience. Sal has been a Technical Services Manager with Reliable for the last 7 years.



**James (Jim) Mikkila** has been actively involved in the fire protection industry for almost 30 years, with experience in both the fire sprinkler and fire alarm industries. Jim's career started in 1978 working, as a Contract Representative estimating and selling fire sprinkler systems. He later moved to the manufacturing side as a Product Manager, working with the R&D group to introduce and market new products for fire sprinkler systems. In 1993, Jim began working for System Sensor as National Sales Manger for their line of fire sprinkler monitoring devices and later became Director of Sales East for the Security Business Unit, managing the sales efforts for their line of smoke detectors and notification devices. He has been with Reliable since July of 2006 and is actively involved in educating the engineering community about the benefits of utilizing Reliable's products. Jim earned an undergraduate degree from Ohio University in Business Administration and a MBA from Baldwin-Wallace College.