

**The**



**Herald**

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## **New Technology For Your Comfort, Safety & Peace of Mind**

HVAC contractors have an awesome responsibility. It's a responsibility that we take very seriously at Halco. As the title notes, you look to us for the comfort, safety and peace of mind of your family.

With increasing frequency, we are turning to technology to help us in our mission. One such high tech piece of equipment is pictured here. It's a television camera that allows us to view inside your furnace and your ducts.

As Ed Thrash demonstrates, this tiny television camera on the end of a flexible tube can be snaked through inside of the furnace to show him the inner workings, including the heat exchanger. You can then see the same thing he does by viewing the monitor, which is on Ed's left in the photo.

The "low tech" way of checking heat exchangers is to use a flashlight and mirror. Now all of our service



technicians carry these mini-cameras on their trucks.

Checking the condition of the heat exchanger is an important part of annual furnace maintenance. Over time this barrier between combustion and comfort can become cracked or holes can develop. When working properly, the gasses of combustion remain on one side of the exchanger while the air that circulates through your home is on the other side. The circulating air is warmed through the metal of the heat exchanger, while the gasses of

combustion, particularly deadly carbon monoxide, are vented through the flue or chimney.

If a heat exchanger does develop defects, carbon monoxide can leak into the air flowing into your home.

Our technician can view the heat exchanger in two modes, visually and with

infrared. Cracks or holes will show up on the monitor as hot spots in the infrared mode.

This camera can also be pushed through your ductwork to check on whether your ducts need cleaning. It has actually saved some of our customers money by showing that their ducts do not need cleaning.

As we lament the fare on television in our living room, isn't it wonderful to know that the same technology in the hands of a furnace technician could actually save your life.

**Serving the Finger Lakes & Central New York Since 1984**

# Annual Furnace Cleaning Is Inexpensive Insurance

Having your furnace cleaned each year is as important to your health as an annual physical or visit to your dentist. It is during these cleanings that service technicians check for problems, as well as remove dirt, adjust the flame and tune up your furnace.

One of the problems for which our technicians check is cracks in the heat exchanger. The high tech method they use is detailed on page one. Cracks or other holes in the heat exchanger can cause carbon monoxide (CO) – a colorless, odorless, deadly gas – to leak

into your home. This is why furnace cleaning is as important to your health as your physical. Both can be a matter of life or death.

Adjusting the flame is important to your wallet. Improperly adjusted burners can use more fuel than necessary. As a result, your utility bills may be much higher than necessary.

This is why we say that an annual furnace cleaning is inexpensive insurance for your family's health, comfort and economy.

## Continuing Education Helps Us Serve You Better



*Shad Cook is able to control the comfort in commercial buildings remotely from his laptop computer*

Recently, Shad Cook took a special Carrier Comfort Network Controls and Energy Management Systems course. There, he learned how to program, monitor and manage commercial heating and air conditioning systems.

These systems are computer controlled, so Shad can simply plug his laptop computer into the controller to check on a building's comfort system, and to make any necessary adjustments to the system. Internet technology even allows him to monitor and change settings from his home or vehicle, since he always has his laptop with him.



*Chris Payne*

Chris Payne has just returned from a week long Plumbing Technician's Workshop in Kansas City, Missouri.

This concentrated, hands-on course was designed to enhance both his technical and people skills.

During the week, instructors covered such subjects as repair and replacement of typical plumbing, the importance of service agreements, isometric drawings, related mathematics, weights and measures, and electrical wiring and service.

Sending our people to schools like this is one way to maintain our commitment to the highest technical standards.

## About CO Detectors

Carbon monoxide detectors are quite popular. We believe, however, that many provide false security.

Our technicians have very sophisticated CO detectors costing hundreds of dollars. But, those sold for home use are often as little as \$20 or \$30. Do you want to stake your family's life on a cheap detector?

It is our position that a CO detector is fine, if it is used in conjunction with annual furnace maintenance.

## Our Night Work Grows

There's activity at Halco headquarters 24 hours a day, and that activity continues to grow. Our overnight fabrication crew is now manufacturing metal curbs, which are used primarily for commercial rooftop air conditioners. This is in addition to their traditional fabrication work.

This move required a substantial investment in tools for working with aluminum, including a MIG welder and plasma cutter.

We have also added a vehicle maintenance department. Our mechanic, who works overnight, performs preventive maintenance on our fleet of 35 vehicles. This way, trucks don't have to be out of service during the day for routine maintenance.

Expanding our nighttime fabricating business, assures you of a knowledgeable Halco person on the other end of the line whenever you call, and doing our own vehicle maintenance helps assure that a truck is available for prompt service when you need us.

# What Customers Say About Halco



*Joann and John Button in a sitting room of their B&B.*

Joann and John Button had a life changing experience last spring. When they heard that the Oliver Phelps Country Inn in Canandaigua was for sale, they came, they saw, they bought. Then they returned to their home in Dearborn, Michigan where John retired from his long time security job with Ford Motor Company and Joann retired as head of food service for a large architecture/engineering firm.

Joann's dream of owning a Bed & Breakfast was officially realized April 1, 2001.

As the new owners settled into their venture in the "Chosen Spot", they decided that the window air conditioners in their five guest rooms didn't fit the 1840s architecture, so they sought proposals for central air on the second



*The Oliver Phelps is a landmark on North Main Street in Canandaigua.*

floor. The B&B is heated with hot water, so a Unico system that puts an air handler in the attic and unobtrusive, decorative outlets in the ceiling of each room was needed.

John is quick to note that our proposal wasn't the cheapest, but sales representative Mike Murphy's attention to detail and frequent call backs during the decision-making process won him the job.

The Buttons weren't disappointed, either. Shortly after the installation, a guest complained that there was no hot water. A 7:00 p.m. call to Halco brought a technician right out, and the problem was fixed before the guests returned from dinner.

A circuit was labeled "organ". Since



*You have to look closely to see the air conditioning outlets in this guest room.*

there is no organ in the B&B, it was assumed to be an unused circuit that could be claimed for the air conditioning. But, a hot water heater dedicated to just that room was on that circuit.

The Buttons have no plans to air condition the lower level. They only serve breakfast, so the thick walls and many trees keep that floor cool naturally.

While becoming an increasingly important part of the Canandaigua hospitality industry, the Buttons are also able to spend time with their daughter and her family, who live in Fairport.

## Halco Home Comfort System Designed Just For You

We have taken a system approach to home comfort. That's because true comfort is more than just being warm in the winter and cool in the summer. It's having even comfort the year round, and achieving that goal includes more than just having an operational furnace and air conditioner. Proper humidity and clean air also contribute to total comfort.

To assure that our customers do receive total comfort, we have created the

Halco Comfort System.

Each Halco Comfort System is designed for specific requirements, but usually include a programmable thermostat; humidifier; a special filter, such as pleated media or ultra violet (UV) light; and a condensate filter.

If you aren't quite as comfortable as you would like to be, it may be time to look into a Halco Comfort System for your home.

## Where We Are

Call any of our local phone numbers listed below and a service or installation team will be dispatched from right nearby to take care of your problems quickly.

<u>Community</u>	<u>Number</u>
Phelps	315.946.6200 800.533.3367
Fax	315.946.6676
Newark	315.331.3912
Geneva	315.789.0556
Canandaigua	716.396.2668
Penn Yan	315.536.0633
Auburn	315.253.7939
Rochester	716.271.4330
Ithaca	607.277.3154
Elmira	607.733.0420

# Unclogging Clogs the High Tech Way

In the photo, Randy Marks demonstrates the Jetter, our new high pressure pipe cleaner.

This new \$4,000 tool, manufactured by the Rigid Tool Company, cleans pipes of any size and any material.

The Jetter cleans better than an auger or snake, and it is less damaging to the pipe.

No mechanical device touches the pipe



or the clog with the Jetter. The wand simply shoots a very high pressure blast of water into the pipe, and pipe is built

to carry water.

An auger or snake simply dislodges the obstruction by scraping against the wall of the pipe. Sometimes the obstructive material remains in large chunks, rather than breaking up into smaller, flushable pieces. Once dislodged, water at higher than normal household pressure still has to pass through the pipe to keep the material from adhering to the pipe further down the line.

The Jetter uses high pressure water as the dislodging medium, so it breaks the clogging material up into very small pieces and flushes it away all at once.

When used with another of our high tech Rigid tools, the See Snake™, our plumbers can also see what is causing the clog, locate where it is, and be sure that the Jetter cleaned away everything and that the obstruction is clear.

## Halco In Sauerkraut Festival Parade



For the fifth consecutive year, we entered a float in the annual Phelps Sauerkraut Festival parade, held August 4. Ten staff members and their families rode the float with our ductwork "Tin Man". This was the first parade for Hal and Tammy Smith's two year old daughter Paige, who rode in the back of the truck towing the float.

**Visit Us On  
the Web at  
[www.halcoheating.com](http://www.halcoheating.com)**



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