

The



Herald

Summer 2001

Halco Expands Commitment To Commercial Mechanical Service

With the appointment of Todd Martin as Mechanical Service Manager, we are pleased to announce the expansion of our commitment to commercial mechanical service.

Todd has been with Halco for six years. Before his promotion, he was our head residential installer.

As soon as we promoted Todd, we sent him to Ohio for two courses sponsored by the Building Services Institute. One course was on surveying and estimating for commercial service agreements, the other was an introduction to commercial HVACR consultative selling.

It should be noted that commercial mechanical service is a completely separate division from our residen-



tial service division. If your furnace breaks down at the same time as a company boiler fails, be assured that different technicians will be dispatched to each location.

Todd's mechanical service team possess the same job skills as our residential service team, but the

equipment they work on is substantially larger. They include large boilers, huge furnaces, roof mounted air conditioners and chillers.

Like our residential service customers, our commercial service customers also enter into service agreements with us. This allows us to schedule preventive maintenance in a timely manner, and to alert our customers to any problems that should be taken care of to avoid any serious down-

time.

If you are a residential customer who is pleased with Todd's service, his wife Gerri continues to work in our residential department. Hers is one of the cheery voices that answers the phone with, "It's always a great day at Halco."

Serving the Finger Lakes & Central New York Since 1984

We Install A/C Year Round



We have overcome one restriction on the winter installation of central air conditioning. Even with the cold weather we have had this winter, we've been able to install A/C all winter long thanks to the special tent pictured above.

Other air conditioning contractors have to go back to your home in the spring or summer to test the air conditioner and turn it on, since it is normally too cold to run it in winter. We don't have this restriction, thanks to our "heat chamber" tent.

We heat the inside of the tent to 80° or 90°. The warm air around the compressor fools the system into believing it is summer. The unit comes on, we run it just as long as we need to for a test, and then shut it off, fold up or tent and leave.

With the necessary testing finished, you will be all set to use the A/C if we are lucky enough to have a nice, warm, early spring day.

This is just one of the ways in which Halco goes the extra mile to serve our customers.

Newark Resident Praises Halco After Gas Bills Cut In Half



Joseph Monahan and his dog Lucky enjoy the comfort of their Newark home.

From our friendly people to the fact that we cut his gas bills in half, Newark resident Joseph Monahan has nothing but good words for Halco.

Mr. Monahan's relationship with Halco began about three years ago. Dissatisfied with the company that had been servicing his furnace, he said yes, believe it or not, when our telemarketer, Lonnie Drover, called to introduce him to Halco. Mr. Monahan said he just liked her low key, friendly approach.

In addition to having his furnace cleaned and serviced every year, Mr. Monahan also had us do some plumbing work. He said he had never encountered such friendly, eager to serve people.

Last November, however, old age caused Mr. Monahan's furnace to begin misfiring. This created a dangerous condition, so we recommended that he immediately stop using it, loaned him three electric heaters and spec'd a new high efficiency furnace.

Mr. Monahan expressed surprise that we loaned him temporary heaters instead of renting them to him, that our technicians installed his new furnace on a Saturday, and that they were super friendly, even through they were working on a weekend.

Mr. Monahan's new furnace is an Amana 95 percent efficient condensing furnace with two-stage burners and



Here's the reason for their comfort.

variable speed fan. "It's remarkably quiet," Mr. Monahan says, "there's no rush of air when it starts."

With his canine pal Lucky shedding, as dogs tend to do, Mr. Monahan opted for an Aprilaire pleated media filter. This acts like ongoing duct cleaning, trapping even the smallest dust particles. Dirt build-up in the pleats actually enhances the filtering ability. Consequently, the filter has to be changed just once a year.

Mr. Monahan keeps his new programmable thermostat set at 73°, and both the thermometer on the thermostat and a portable thermometer that he moves around the house register a constant 73° at approximately 35 percent relative humidity.

In addition to the comfort Mr. Monahan's new furnace provides, he has also enjoyed a break from the high gas bills we have all been experiencing. In November, December and January, his bills were \$50 to \$65 less than they were the previous year.

There are many tangible reasons for Mr. Monahan to be happy, but he is most pleased with the attitude of Halco people.

The Commercial Side of Our Business

If you are a homeowner, you are a Halco residential customer. But, there's a whole other side of the business that you don't see. It's our commercial service department.

This department is responsible for the design, fabrication, installation and servicing of heating and air conditioning systems in public and private sector buildings, ranging from stores and churches to industrial facilities.

Judy Dishaw, pictured at right, is responsible for scheduling our commercial installers and technicians. Her staff is completely separate from the residential service staff. So, you can be sure that the technician who is dispatched to service your heating, air conditioning or plumbing problem will not receive a call to take care of some big problem at a factory.

Besides the size of commercial projects, the training and skills needed by those technicians are different from those of residential technicians.

Some recent projects have ranged from renovating the heating system in eight-



Judy Dishaw coordinates all commercial service.

unit cabins in Letchworth State Park to renovating the heating system in Dresden at the AES Power Plant, formerly the New York State Electric & Gas plant, on Seneca Lake.

Currently, we are working with the Dairy Development Institute in

Homer, near Cortland, on an agriculture project. We are installing a manure digester on the DDI's large dairy farm. The methane gas from the digester will be drawn off to fuel the hot water heater for the farm and to generate electricity.

Commercial projects also cover a wider geographical area than residential projects. We are working on several in Syracuse, including the Delphi Fire Department, southeast of the Salt City.

Other projects are underway, or recently completed, in Ithaca, Skaneateles, Rush and North Rose. Others are right close by, like the Midlakes school bus garage.

As a residential customer, you do benefit from our commercial department. We built our fabrication shop primarily for commercial jobs. Many of the high tech diagnostic tools were purchased originally for commercial service techs, and we found they allowed us to serve all customers better, so we bought additional units for our residential technicians.

Time For A Comfort System Tune-Up

We are starting to clean and tune up heating and air conditioning systems for our ESA (Energy Saving Agreement) customers.

Why clean furnaces in summer? Because dual furnaces and air conditioning systems share an air flow system. Air has been flowing through the system for a whole year, so the filter should be changed and the air chamber cleaned so that cooled air will also be clean, making it truly conditioned air.

If you aren't an ESA customer but would still like your furnace and air conditioning cleaned and tuned up before summer, call our office.

Include Duct Cleaning In Your Spring Cleaning

Spring cleaning time is just around the corner. But, cleaning furniture, drapes and carpeting without having your ducts cleaned defeats the whole effort. You will still have dust, odor and contaminants in the air.

If you want to make this the cleanest spring you've ever had, call us for information about our Healthy Home Comfort System. After cleaning the ducts, we will install a pleated media, carbon or ozone filter to keep your ducts, and your indoor air, cleaner longer. The filter investment will pay for itself in a very short time.

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

Education Never Stops At Halco

Monroe Community College in Rochester has an excellent Heating, Ventilating and Air Conditioning (HVAC) program in its Applied Technology Center.

Besides training full time students, MCC offers continuing education for HVAC practitioners already working in the field.

A number of Halco people are cur-

rently taking, or recently completed, courses in a wide range of subjects.

- Hal Smith, Charles McManus, Daniel McConnon, Blake Park and Shad Cook are taking *Computer Applications for HVAC*.
- Robert Tweedie, Daniel McConnon, Blake Park, Eric Jorgensen, Christopher Payne and Trever DeGelleke are taking *Air Conditioning Theory*.

- John Tweedie, Daniel McConnon, Adam Parker, James Wallis and Kevin Williams are taking a *Heating Systems* course.

- Daniel McConnon, Ed Thrash and Howard Cain are taking a course in *Commercial Air & Heat Pumps*.

- Kevin Williams is taking an *Electrical Controls* Course.

Although the company is paying the tuition for these professional development experiences, each person is taking the courses voluntarily in order to increase his technical knowledge and to be able to serve you better.

We appreciate the dedication that our staff places on knowledgeable customer service, and will continue to support their professional development and continuing education.

Spreading Our Eggs Around

Ever since our founding in 1984, we have been, nearly exclusively, a Carrier dealer. This has led some customers to question us when we also talk about the Amana equipment that we sell. There are several good reasons why we offer both brands of equipment.

The first, and most important, is that we feel both are of comparable quality. A second is that it is not good to put all your eggs in one basket. It is good to have a back up brand in case a particular piece of equipment is not available from our primary source when we need it.

Another reason that we diversified our equipment offering is that the Amana and Carrier lines complement each other. One brand may have features we want and need for a certain application and the other may fit better into a different application.

We are in business to serve you. This means installing the highest quality equipment to do the necessary job. The manufacturer whose name is on the equipment is secondary. Most equipment is available on the open market through distributors. It's the installer's service that makes the real difference.

**Visit Us On
the Web at
www.halcoheating.com**



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Address Correction Requested