



Regular Business Hours

Monday- Friday 7:00 AM-9:00 PM

Saturday & Sunday 8:00 AM-9:00 PM



That person is a trained customer service representative.

The technician who is dispatched is on duty, also. Someone is not called away from dinner to answer your call.

In order to provide this service, we have two shifts of people working seven days a week.

Do Unto Others

Members of the Halco team appreciate people being available to help them when an emergency situation arises. They don't like to leave a message and then hope that they receive a call back. That's no fun on a sweltering summer evening or a cold winter night when the air conditioner or furnaces stops working.

Cost

Our new slogan, Seven Days Til Nine – With No Overtime, means just what it says. Standard rates apply every night until 9:00 PM.

If you are on a service plan, check your plan for the terms that cover emergency service calls. Each level of plan offers different service discounts.

Our Commitment

The opening line of our mission statement says that we are committed providing extraordinary service and value to every customer we serve. Extended hours every day of the year is just one of the ways in which we honor that commitment.

Thank you for your confidence and your continuing business.

YOU rule! You asked for longer hours without overtime. You asked to speak with live, knowledgeable people long after other companies have gone home. We listened.

Staffing

When you call Halco anytime between 7:00 AM and 9:00 PM on weekdays and 8:00 AM and 9:00 PM on weekends, a live person will answer the phone.



SEVEN DAYS TIL NINE – WITH NO OVERTIME

Congratulations To Our Certified Technicians

The technicians pictured at the bottom of the page have been busy taking training courses and certification exams.

Eric Crandall has earned NATE certification in gas heat and gas hydronics, and Steve Hagel has earned oil heat and gas heat certification.

Shad Cook has added air distribution to his gas heat and gas hydronics NATE certification, and Paul Crowley has added air distribution and gas hydronics to his gas heat, oil heat and air conditioning certification.

Four technicians – Paul Crowley, Jake Clancey, John Stanford and Steve Hagel – earned EPA certification for handling and installing refrigerant.

Twelve Halco people have been certified by the Building Performance Institute (BPI). These certifications qualify them to conduct the home energy performance assessments.

Hal Smith earned Building Analyst Professional, Building Envelope Professional, Heating Professional and Air Conditioning Professional certification.

David Davenport is certified as Building Analyst Professional, Building Envelope Professional and Heating Professional.

Donald Leslie and David Smith are certified as Building Analyst Professionals and Building Envelope Professionals.

Paul Crowley, Dave Gil, Todd Martin, Eric McConnell, Dan McConnon, John Murphy, Chris Payne and Paul Smith are each certified as Building Analyst Professionals.

We congratulate those technicians who are certified for the first time and those who have added additional certifications. Each technician gives up time off to attend classes, study, and take the exams.

This added effort is undertaken because the technicians truly want to do the best job possible when they visit your home.

Halco's apprentices represent another hard working group who spend a great deal of their own time each semester learning more about their craft in order to serve you better.

Five groups of Halco technicians are taking apprenticeship training at PBS. Each class is taught on one evening in a four hour session.

The apprenticeship courses are taught by instructors who are trained by Monroe Community College. The groups includes apprentices in plumbing, heating, air conditioning, electrical and sheetmetal.

The apprentices are pleased that summer has arrived because the program will take a summer vacation, and will resume again in the fall.



Eric Crandall



Jake Clancey



Shad Cook



Paul Crowley



David Davenport



David Gil



Steve Hagel



Donald Leslie



Todd Martin



Eric McConnell



Dan McConnon



John Murphy



Chris Payne



David Smith



Hal Smith



Paul Smith



John Stanford

Peace of Mind For As Little As \$9/ Month

There is a Halco service plan that is just right for your needs and your budget. Each plan is also designed to provide you with peace of mind. The best part is that peace of mind can cost you as little as \$9 per month.

Choices

Service plans are precious commodities for your comfort and peace of mind. So, we have named them after precious metals. You have your choice of silver, gold or platinum. As the value of the metal increases, so do the features of the plan.

The silver plan is the most economical plan, and it costs just \$9 per month.

Preventive Maintenance

The primary purpose of a service plan is to be sure that your air conditioning and furnace are working properly when you need them. This means operating safely and at peak efficiency.

Preventive maintenance at regular intervals is the best way to assure that your system will provide the comfort you want when you want it.

Preventive maintenance begins with a tune-up at least once a year. A tune-up includes cleaning, inspection and making any adjustments.

Congratulations

...To Dennis and Lisa La Presi on the birth of their son, Cooper, April 27. Cooper weighed in at 8 lbs, 10 oz, and was 21 inches long.

...To Jake and Krystal Clancey on the birth of their son, Christopher Steven, April 25. Christopher weighed 8 lbs, 1 oz and was 20 inches long.

...To Phil Congdan and Kley Greenfield, both Halco employees, on the birth of their son, Gavin, May 27 Gavin weighed 8 lbs, 1.6 oz and was 19.5" long.

...To (NAME) and (NAME) on their marriage May 26 at (PLACE).

EZ Pay Plan

Halco's most popular payment plan is EZ Pay, a pre-authorized payment plan in which your bank automatically makes the payment you have authorized directly to our bank. This allows you to spread the payment out over the year.

If you use your checking account for this plan, you can even choose between making your payment on the first or fifteenth of the month.

You can still use cash or credit cards to pay for your service plan, but that doesn't allow you to spread the payments out over the year.

We have also provided an added incentive to use the EZ Pay plan. We will discount your service agreement \$1 per month. This is a saving that we realize with electronic processing and pass on to you.

If you are not enjoying the peace of mind of knowing that your comfort system is in top working order, we urge you to look into a service plan. Contact your Halco representative or call our office. We look forward to making comfort and peace of mind easier.

Two Units Merged

We are pleased to announce a new organization called Halco M.E.P.S. M.E.P.S. is an acronym for Mechanical, Electrical, Plumbing and Sprinklers.

The new organization was formed by merging Halco Mechanical and Halco Electric.

When negotiating commercial contracts, building owners, developers and general contractors prefer working with a single entity, like Halco M.E.P.S.

Safety Award



Joe Calisto, safety consultant with the Ohio Casualty Group, presents his company's Platinum Safety Award to Hal Smith as insurance agent John Van Parys from Van Parys Associates in Palmyra looks on. This is the second year in a row that Halco has received this award. It recognizes Halco's excellent safety record and ongoing safety training program. Safety training is a major priority at Halco.

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.

COMMERCIAL/RESIDENTIAL Community Number

Phelps	315.946.6200 800.533.3367 315.946.6676(FAX)
Newark	315.331.3912
Geneva	315.781.0556
Canandaigua	585.396.2668
Penn Yan	315.536.0633
Auburn	315.253.7939
Rochester	585.271.4330
Ithaca	607.277.3154
Elmira	607.733.0420
Cortland	607.753.1123
Syracuse	315.437.2048
Lyons (PBS Supply)	315.946.6161

Web sites: www.halcoheating.com
www.halcoelectric.com
www.pbssupplyco.com

Halco Helps Cornell Prof With Major Remodel

In 1993, shortly after moving into his 1963 vintage home overlooking Ithaca, the cooktop in Michael Hostetler's kitchen malfunctioned. This led to a major renovation in which Mike did more than just replace the range. Rather, he had walls moved to open up the area between the kitchen and dining room, changing the whole flow of the room.



Mike uses a remote to control the air conditioning unit above his left shoulder.

While Halco was not the lowest bidder, Mike believed Tom delivered the best advice and that the Halco design was most consistent with the renovations.

Today, a Mitsubishi air conditioning unit, mounted on the wall in Mike's front study, cools the whole first floor. The outside condensing unit is around the corner in a flower garden where it is barely noticed.

The tubing connecting the condenser to the inside unit is covered so that it, too, is barely noticeable.

A single Munchkin boiler in the basement heats the entire house and its domestic hot water.

Mike was so pleased with the kitchen/dining room renovations that he didn't stop there. Every room has now been redone, and Tom McCarthy has been Mike's heating and air conditioning partner throughout.

Upstairs, two air conditioning units were needed because there are more walls between rooms. One unit cools the front of the upstairs and another cools the rear portion. One condenser is next to the downstairs condenser and the other is in the back.

Mike travels extensively in his job on the Cornell University faculty. In the course of his travels he has acquired a substantial collection of art and wine. Now the climate inside his house is so well controlled that he has no reservations about the safety of his collections. He also enjoys coming home more, especially in the summer when the house is cooled to his exact comfort level.



The domestic hot water tank.

Mike took the occasion to replace the electric baseboard heat and look into air conditioning.

He called several heating and air conditioning contractors. One of the people who responded to his request was Halco's Tom McCarthy.



The outside compressors for downstairs and half the upstairs.

The contractors proposed different approaches, ranging from conversion to forced air to hot water. Tom proposed hot water and through-the-wall air conditioning.

We met with Mike shortly after he had returned from Europe and



The boiler and manifold.

just before he was leaving for the Canadian Arctic to conduct a series of seminars for leaders of the Inuit native people.

We are pleased to have met the challenge so well. We are always happy when our customers are happy, but when a discerning person like Mike Hostetler considers us a partner in his renovation rather than a contractor, that is especially pleasing.



865 County Road 6
Phekipls, New York 14532

**Halco offers comfort
peace of mind for
about \$9/month**

See story on page three
for details.

