

We Are The Pollution Detectives

DOCTORS are reporting increased cases of asthma and allergies among both children and adults. Families are reporting symptoms like headaches, nausea, aches and pains. Someone even came up with the term "Sick House Syndrome."

For every advancement, there is a trade-off. We have sealed our homes tightly in an effort to reduce air loss and improve the heating and cooling efficiency. The building industry developed new, higher efficiency/lower maintenance building materials. Yet, no provision was made for automatically removing the dirt, allergens, or the pollutants given off by our new building materials. Instead, they are trapped in our houses.

We now have the technology for removal, neutralization and remediation. We just have to identify which pollutants and allergens are present a building.

Halco's Home Energy Performance team has partnered with AirAdvice Inc., a national air quality consulting firm. Together, we will monitor and analyze the indoor air quality of our custom-

ers homes, and make remediation recommendations. We are offering this service as part of our comprehensive house analysis and for allergy sufferers who request it.

How It Works

We will install an indoor air quality monitor, like that pictured, in your home for a couple of days. It just requires an electric outlet and a telephone line. The telephone plug will not interfere with your telephone or Internet service.



The monitor collects data on your indoor air quality and transmits it by phone line to AirAdvice each day. There, it is analyzed and a 9 - 12 page report, like that pictured, is generated.

The Report

Pictured above is page 1 of a fictional, but typical report.

AirAdvice sends the report to us, and a member of our Home En-

AirAdvice® for your Home



ergy Performance team will meet with you to review the report. He will answer any questions and make suggestions for implementing the recommendations.

Why?

We are committed to your total comfort. When we saw AirAdvice's system, we knew it would be just the service to help us keep you healthy and comfortable.



SEVEN DAYS TIL NINE - WITH NO OVERTIME

Fall Semester Training Starts

Our ambitious school program has begun for the fall semester. One hundred fourteen people are enrolled in the Halco program, which is taught four nights a week and Saturday morning.

Each school is for six hours (4:00 -10:00 PM) one night a week. They are taught by instructors trained and employed by Monroe Community College. The curriculum and the instructors are both certified by the National Center for Construction Education and Research (NCCER).

The Monday night course is HVAC
1. Tuesday's course is Plumbing
3. Wednesday's is Electrical 3 and
Thursday's subject is HVAC 3. On
Saturday morning, Construction
Essentials and the OSHA 30 hour safety

course are taught.

The 114 hard working technicians taking these courses are to be commended. The company pays the expenses, but the students take the courses on their own time. It is a win-win-win investment – for the student, for Halco, but most of all for you.

As a result of this training, our technicians are among the best trained, most versatile technicians in the industry. They are versatile because they cross train. Plumbers take HVAC and electrical courses as well as plumbing. This means that we can send the closest technician when you have an emergency, and you will know that he has the training needed to make the repairs you need.

Two HEP Team Members Earn Insulation Certification

David Smith and David Davenport, both members of the Halco Home Energy Performance team, journeyed to Arlington, Texas to learn all about Demilec insulation, and become certified installers of the company's "Sealection 500" product.



David Smith

The two Daves learned the chemistry and physics of the final product, as well as safe handling of the chemicals. Machine orientation, setting, operating procedures and troubleshooting were also addressed during the course. Spraying techniques were demonstrated and explained so they can easily master the art of spraying the insulation in place.



David Davenport

While they appreciated the technical aspects of the training, Dave Smith was most impressed with the sessions on air quality. He says they emphasized family health. They learned how to apply the insulation in such a way that it does not seal the house too tightly and keep it from "breathing". They also brought back some handy tips on proper venting.

See the other articles in this issue on our new insulation capabilities. It is all part of our emphasis on total comfort with our Home Energy Performance services.

Todd Eaton New Project Manager

Todd Eaton is a new Halco M.E.P.S. project manager. He is responsible for the management of commercial projects.

Previously, he worked in plant engineering at Tessa Plastics in the Syracuse suburb of Elbridge. He was responsible for electrical, me-



chanical and HVAC equipment.

Todd, who lives in Skaneateles, received technical training and education in mechanical and electrical design and maintenance during his six years in the U.S. Navy as a member of the nuclear engineering program.

You Want To Talk To A Live Person? Call Us

By Hal Smith

The wisdom of our policy of having a live person answer the phone, regardless of the hour or the day was reinforced recently by a personal experience.



We needed work done by building trades other than our own. I called six different contractors and got six answering machines. Some called back a couple of days later. Some did not call back at all.

Granted, we are talking about carpentry, which is not usually subject to emergency situations like plumbing and heating. But, six calls, six answering machines and only a few call backs! I wouldn't be able to show my face to a customer if I did business like that.

At Halco, we pride ourselves on our live people answering the phones 24/7 and our prompt service. Our tag line, Seven days til nine – no overtime, is more than a slogan. It is our way of life. We are a service business and we are here to serve you when you need us.

There's an old marketing adage that says that one satisfied customer may tell one or two others about their experiences, but a dissatisfied customer will probably share the experience with up to 10 people. We want customers singing our praises, even if it is only to one or two of their friends.

So, you have my renewed commitment to have a live person on the other end of the line when you call, and to serve you promptly and at fair rates.

Introducing Bill Szabo

An insert in the last newsletter announced the formation of our new insulation division, headed by Bill Szabo.

Bill is an insulation specialist who has been in the business since 1988. Foam insulation is his specialty.

Before joining Halco, Bill owned his own insulation company and served as general manager for a home improvement company. He has managed residential, commercial and industrial projects all up and down the east coast.

The Canandaigua resident is certified



by the Building Performance Institute as a Building Analyst Professional and Building Envelope Professional. He is also a certified and licensed manufacturer and installer of Air Krete insulation and a certified installer of Demilec

insulation. He has participated in the Energy Star program since 2003.

Bill has also taken mold remediation courses, and he has worked with many chemically-sensitive people during the time he has been helping to improve indoor air quality.

How Air Tight Is Your Home?

You may be surprised, as was our HVAC Service Manager Dan McConnon. We performed a blower door air leakage test on his 16 year old home.

The home was built by a reputable builder, yet the leakage was off the scale. The plumbing chase was open from the basement all



the way to the attic, and the attic was open to the garage.

We are offering blower door tests, like that pictured, at no charge, to check for any air leaks in your home. For more information, call and speak with one of our Home Energy Performance professionals.

Our Application-Specific Insulations

To be truly energy efficient, a home has to be well insulated, but it also must "breathe." This means different types of insulation for different homes.

To be sure your home is insulated properly, we have invested more than \$100,000 in new equipment and training of our installers.

We apply three types of insulation. Demilec "Sealection 500" is sprayed into your walls as a liquid and, within seconds, it expands to 120 times its volume. Air Krete is a fire-proof, sound-absorbing, non-toxic, "cementitious" foam insulation. The third material is cellulose.

Halco Helps Students Choose A Career

Hal Smith knew in high school that he wanted to be a plumber. That allowed him to set his career goals early and has contributed to Halco's success.

Helping this generation of high school students make early decisions and begin to plan their career goals is the reason why Hal continues to chair Work With Your Hands Day. This day long event is sponsored by the Finger Lakes Workforce Investment Board, on whose

board of directors Hal serves.

Students spend a whole day at the Empire Farm Days site in Seneca Falls taking part in demonstrations and viewing displays on the various trades.

Photos on the next page show Halco's participation. Students were able to try their hand at brazing, soldering and a number of other plumbing and HVAC skills.

Congratulations Hal & Tammy



On August 21, Halco owners Hal and Tammy Smith celebrated their 25th wedding anniversary. Besides raising three children, they have worked hard and grown this business over the last quarter century. Congratulations, Hal and Tammy, and best wishes for the second 25.

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

Waterloo Homeowner Sings Halco Praises



Judy Brignall of Waterloo picked Halco out of the Yellow Pages seven years ago when she needed plumbing work at her old house.

In April, she

bought a two-family fixer-upper and called Halco right after she moved in. That's because her bathtub had a crack, something she discovered the hard way.

As her remodeling has progressed, we have helped her put in a whole new bathroom and, most recently, a new furnace and water heater.

The 90+ efficient Gibson furnace replaced a 50 year old dinosaur. Although it was just installed in August, and she has not had to use it, Judy is looking forward to much lower energy bills this winter. She also is happy with the added floor space from the new furnace's compact "footprint."

Although the water heater was only five years old, Judy also replaced that for total through-the-wall venting, so we

could close off her chimney.

Soon we will begin helping Judy with the second half of the house, beginning with a new gas line and updated plumbing.

Judy has always chosen Halco on value rather than prices. She is pleased that we have always sent good people and would recommend Halco to anyone.



Work With Your Hands Day Photos



865 County Road 6
Phelps, New York 14532

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

See story on page three
for details.

