

The



Herald

Fall 2000

Meet The People Behind Halco

We're going to introduce you to the new Halco newsletter with a pop quiz. Did you know what you wanted to do with your life by age 12?

You probably changed your mind several times, but Hal Smith wanted to be in the plumbing and heating business from that tender age.

Hal first learned about the business working for contractor Pat Sattaneo (who is now retired and working for Halco). They met at a church-sponsored weekend.

Once Hal set his sights on this business, the Midlakes High School student took BOCES courses in plumbing and heating. After graduating, he worked for a Canandaigua contractor for four years, while attending Monroe Community College at night. There, he was in MCC's fine HVAC (heating, ventilating and air conditioning) program.

In 1984, Hal realized his dream when he and his wife Tammy opened Halco



Halco founders Hal & Tammy Smith

and, as they say, the rest is history.

Sixteen years later, Halco has grown from two people working out of their home in Newark to 60 employees, 35 trucks, and an 8,000 square foot headquarters facility that includes offices, shop and warehouse. But, this is just the hub of the operation. Last year, Halco added another office and warehouse on Route 96 in Ithaca.

Halco serves more than 10,000 residential, commercial and institu-

tional customers throughout the Finger Lakes and Central New York.

At Halco, 24/7 is more than a buzzword. Hal and Tammy don't like talking to answering machines or remote, live answering services that answer the phones for several hundred businesses, so they won't make you do it either. Rather, a real, live staff person answers the phone 24 hours a day, seven days a week in-house. They have your computer records right at their fingertips. If you call at night, a techni-

cian will probably answer the phone. That's because we have a team of fabricators assembling ductwork, boiler manifolds and many other assemblies needed on our jobs. Hal and Tammy also believe in giving customers the best value for their dollar, and fabricating in our shop is much more economical than assembling on site.

Turn the page to read more about Hal and Tammy's company and how it can serve all your HVAC and plumbing needs.

Serving the Finger Lakes & Central New York Since 1984

Why Such Big Trucks?



Our fleet, parked in front of our headquarters, is pictured above. Notice all of the big “high cube” vans (photo at right). We equip all of our installation and our HVAC service crews with these vehicles. This way, they have nearly everything they need aboard when they arrive at your home. They can carry a furnace or hot water heater. They can also carry prefabricated



ductwork and other systems, as well as miles of piping, tubing and all the tools they need to do the job.

Trained technicians in big, fully equipped, white trucks with our familiar blue and orange logo. That’s just one way that we go out of our way to serve you better.

Halco Training Never Stops



At our Phelps headquarters, one room is dedicated exclusively to training. We bring technicians in from the field on a regular basis to learn about the latest new products and techniques that will help them serve you better.

In the top photo, Hal Smith teaches a class on boiler manifold installation, and in the bottom photo, a factory representative teaches technicians how to use a brand new piece of equipment that we will feature in our next issue.

The whole indoor air comfort field, which includes plumbing, heating, air conditioning and indoor air quality, is changing so rapidly that technicians cannot do things the same old way. Instead, continuing education is essential. A case in point is the new product the technicians are learning about above. It is a tiny television camera that can be fed through pipes to show the condition of the metal and the amount of debris buildup inside a pipe.

We are committed to the latest technology and the training to be sure our people are comfortable using this new technology to improve the comfort in your home.

Why We Build In Our Shop



Very little fabrication occurs on one of our job sites. Rob Tweedie (above left) and his cousin John Tweedie work nights to fabricate ductwork, pipe manifolds like that pictured at the right above, and other systems that most companies assemble on site. This means little or no waste material, dust or dirt to remove from your home.

By the way, the system pictured above is an integrated system in which some of the hot water from the oil-fired



boiler in the foreground is diverted into a heating jacket in the hot water heater at the right through the manifold (pipes & gauges in the center) that Rob and John built.

The homeowner reports savings already this summer, and the family hasn’t even gone through a heating season. But, in addition to the system’s efficiency, they appreciated the speed and skill that the prefabrication provided when the system was installed.

Halco's Got You Covered With The Best Guarantees In The Industry

Hal and Tammy Smith and the whole Halco team wants you to be happy. To make sure that happens, they have the industry's best warranties and guarantees to cover everything possible. We call it our "Total Security Guarantees."

100% Money Back Guarantee

Halco agrees to accept responsibility for your 100 percent complete satisfaction with the materials and the work provided by us and paid for by you. During the first year, if you are dissatisfied with the performance of the equipment, our service, our people, or for any other reason, we will correct the problem to your satisfaction or we will remove the system that we installed within 30 days of your request and refund the entire contract price.

Exclusive "No Lemons" Guarantee

We recognize that not every manufactured piece of heating and cooling equipment is 100 percent perfect 100 percent of the time. Since you should expect to receive 100 percent of the heating and cooling value you've invested in, we offer a "No Lemons"

guarantee on our "Risk Free" systems. Simply stated, should the compressor in your air conditioner fail during the first five years or ownership, or should the heat exchanger in your furnace crack during the first 10 years of ownership, we will remove the "lemon" and install a completely new compressor or heat exchanger. If you've ever bought a "lemon" before, you'll truly appreciate our commitment to your long term satisfaction.

Temperature Selection Guarantee

We guarantee that, when the equipment we have installed is maintained and operated in accordance with the manufacturer's operating and maintenance manuals, the system will perform as we have stated and agreed upon. We promise a temperature variance of plus or minus two degrees at your electronic digital thermostat, whether heating or cooling your home. If the desired temperature is not achieved, we will make any upgrades, modifications or repairs necessary to reach the desired temperature at no charge to you for a period of five years.

Installation Workmanship Guarantee

Our installation technicians have the best skill, attitude and workmanship. They'll care for your home and complete the job with speed and precision. (See the article on the next page on the care they take to keep your home clean.) They will not smoke or swear in your home, and they are polite and courteous. If, when they have finished in your home, they have not performed in accordance with these high standards, we'll refund whatever amount of the purchase price you feel is fair.

Lowest Price Guarantee

Anyone can make something cheaper by cutting corners and pricing it for less. So, it's important to know what is and is not included in any heating and cooling system you choose for your home. Our price guarantee is our promise to you that you cannot find a comparable installation for less...or we'll pay you a \$50 bonus over the difference. All we ask is that the comparison be "apples to apples."

Organized To Serve You Better

Halco is organized by divisions, allowing us to train our technical people and equip them so that they'll have the knowledge, tools, parts and equipment to do the job right, the first time.

Heating & Cooling Service

- Cleans and services all brands of furnace, boilers and air conditioners

Plumbing Service

- Provides residential plumbing service
- Installs and services water conditioners
- Cleans drains
- Services well water pumps
- Designs and installs residential plumbing systems

Retrofit, Replace & Add On

- Designs replacement HVAC systems
- Installs replacement HVAC systems
- Designs & installs humidifiers, electronic air cleaners, media filters and other special features.

Halco Mechanical

- Designs commercial and industrial heating and air conditioning systems.
- Installs commercial and industrial heating and air conditioning systems.

Mechanical Service

- Services commercial and industrial heating and air conditioning systems.

Indoor Air Quality

- Tests and analyzes indoor quality
- Cleans ducts
- Designs/installs "Healthy Home" systems
- Provides allergy-free homes

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

We Care For Your Home As Though It Was Our Own



Tammy Smith can't stand the thought of a repair technician coming into her home, tracking dust and dirt, or leaving a layer of grime. She can't stand the thought of that happening in your home, either. That's why all Halco technicians carry special clothing to be sure that your home looks as clean when they leave as it did when they arrive.



In both photos, the technicians are wearing floor savers over their shoes (see close up above right). These disposable cover-ups are similar to those worn by surgeons in operating rooms. The technician working on the furnace has spread a dropcloth around his work area to catch any soot, rust or other material that may fall from the furnace.



The technician working on the duct is wearing a disposable white suit for working in cramped areas. He can take the suit off and wrap it in the drop cloth before leaving. This way we take dirt with us.

Protective clothing is just one way that we go the extra mile to serve you better.

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



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Address Correction Requested