

The



Herald

Spring 2004

Celebrating 20 Years Of Service To The Finger Lakes



It is with great pride that we put the 20th anniversary sticker, pictured at the right, on all of our correspondence in 2004. The story of Halco's growth could have been gleaned directly from the pages of a Horatio Alger story. Horatio Alger was the 19th century author of fictional rags to riches stories for boys. They were called "dime novels".

Halco was founded, literally, on a dream and a dime in April, 1984. The company was headquartered in the spare bedroom in Hal and Tammy Smith's mobile home. The mobile home, located in Newark, was owned by Tammy's grandfather. The spare bedroom served as both shop and office.

Soon after the company started, Tammy quit her secure job to help Hal in the field, so the company was a partnership right from the start.

Today, Halco employs more than 85 highly skilled people working in residential installation and service, mechanical design/build for commer-



cial construction, mechanical service, fire prevention, and the support that keeps an organization like ours running at peak efficiency.

Today, Halco's big white trucks like those pictured below are seen all around the Finger Lakes region, from Rochester to Syracuse and south to the Pennsylvania border. They are stocked with the latest tools and equipment Halco technicians need to get the job done fast, and have most of the parts

they need right with them.

Hal and Tammy harken back to their humble beginnings when they refuse to have the company phones answered by a machine or answering service. They answered the phones themselves when the company was in their home. So, they remain committed to having a knowledgeable person on duty around the clock for emergency service.

Hal's eagerness to always learn more is reflected in the training Halco provides for its technicians. The majority of our residential technicians have earned NATE certification, and Hal's goal is to have all technicians NATE certified.

Our commitment to quality is also reflected in our position as a Carrier Factory Authorized Dealer. It is your sure sign of comfort. Guaranteed.



Serving the Finger Lakes & Central New York Since 1984

Continuing Education For Our Staff



Steve Andrews

Congratulations to Steve Andrews, the latest Halco technician to earn NATE certification.

Steve recently passed the core plus air conditioning exams, which makes him NATE certified in air conditioning. A technician has to pass the core exam plus one of the specialties in order to be certified. Steve can now take additional specialty exams to earn certification in other areas, such as gas and oil heating.

Steve, who lives in Newark, has been an HVAC service technician for 26 years, and has been with Halco for 5 1/2 years.

We continue our commitment to sending the most highly trained technicians to your home or business!

Congratulations New Parents

Congratulations to William and Dawn Taylor on the birth of their son, Seth Raymond, December 28. Seth weighed in at 8 lbs., 4 oz. and was 20 1/2" long. William is an apprentice in the mechanical division

Shad Cook Promoted



Shad Cook

Shad Cook has been promoted to design engineer/project manager in the mechanical division. Shad has been with Halco for nine years. Most recently, he was a foreman in the mechanical division.

In his new position, Shad, who is a Carrier digital control specialist, will design heating and air conditioning systems for commercial and industrial buildings. He will also manage the installation of his designs.

Shad lives in Geneva with his wife Andrea and their three children. His father, Jim Cook, also works for Halco as a foreman in the company's mechanical division.

Congratulations also to Dan and () Blankenburg on the birth of their son, Jack Rowan, January 14. Jack weighed in at 6 lbs., 10 oz. and was 19 1/2" long. Dan is foreman in the mechanical division.

The Passing Of A Mentor



Pat Sattaneo (right) with Hal Smith.

It is with great sadness that we mark the passing of the man who was the inspiration for Halco – Pasquale (Pat) Sattaneo – in December.

In the 1970s, Pat chaperoned a church youth group event, which a teen named Hal Smith attended. Pat's friendly manner and interest in the youth impressed Hal. In 1974, while still in high school, Hal began working parttime in Pat's plumbing business. Thus was launched Hal Smith's career.

After retiring from his own business, Pat began working parttime for Halco. One of those inside company jokes was that Pat Sattaneo was Halco's first retiree.

Everyone at Halco will miss Pat, but nobody more than Hal.

Free Comfort Tip Via E-Mail

Now, you can read comfort tips right on your computer screen each month. Just e-mail halco@fltg.net, and we will be sure you receive our comfort tip every month. You can also use that address for specific heating and air conditioning questions.

Satisfied Customers

Richard & Frankie Cooper



As Frankie looks on, Richard plays with four month old Golden Retriever puppy Molly.

It's a shame to put your blood, sweat and tears into having a new house built only to have things go wrong. But, that's just what happened to Richard & Frankie Cooper. They sold the family home in Fayette, bought Seneca lakefront property in Varick, had their dream home designed and hired a contractor to build it. Things went well until it came time for the high tech underfloor radiant heat to be installed.

After the Coopers moved in, Frankie smelled something in the laundry room where the boiler had been installed. One of the pipe connections was leaking, too. She had seen our big white trucks and a friend recommended us, so Frankie called Halco.

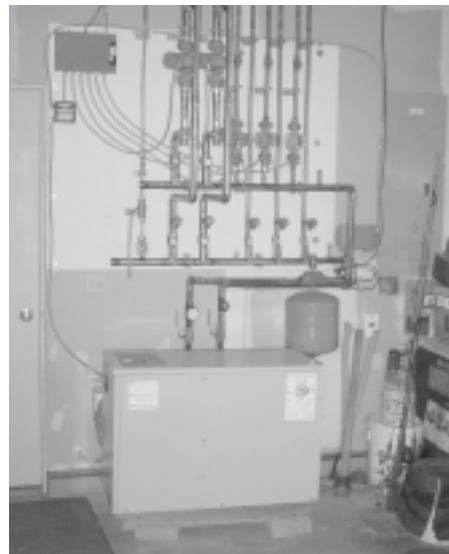
When Service Manager Todd Martin arrived to fix the leak, he was greeted with a maze of pipes and wires.

The Coopers were prepared for Todd's recommendation that the system be moved to the garage where it belonged. Today, the heat is distributed through a professionally designed and fabricated manifold. Pipes are insulated with foam and the garage, was insulated when it was built, is heated.

Frankie and Richard's bad experience turned positive and smiles come to their faces when they talk about the job



No, we didn't dig up an old cartoon by the late Rube Goldberg. This was the original installation in the Cooper's laundry room.



This what the boiler and manifold system look like now.

Rob Tweedie and Howard Brague did on moving the boiler and repiping. Frankie says we had a cold snap the day the system had to be shut off, so Halco made sure they had heat. Rob and Howard were polite, courteous and went above and beyond. She says they were always concerned about making sure the floor was clean all during the three day process. They even stayed until about 9:30 the evening they booted up the system to be sure that the Coopers were comfortable.

The Coopers know the importance of good service. For the past 22 years, they have owned their own business – Cooper Abstract Co. in Seneca Falls.

House of John



We feature our satisfied customers on these pages, but we weren't prepared to see a customer's satisfaction displayed on the pages of the Finger Lakes Times newspaper. But, that's exactly what happened on Thursday, January 8.

Just as the weather started turning cold, the House of John, a home for the terminally ill, needed a new furnace. We were able to help.

To show the officers', board's and residents' appreciation, House of John's Jean Dyer Yost submitted the letter, shown above, to the paper.

Thank you Jean. We are glad we were able to help you continue the good work you are doing for the community.

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	315.781.0556
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
Cortland	607.753.1123

Air Conditioning Season Is Just Around the Corner

Year Round Comfort

We've barely finished complaining about the bitter cold and it will soon be time to begin complaining about the sweltering heat. That's life in the Finger Lakes.

Some people rationalize that they moved here to enjoy the fresh country air. But, hot, humid summers can be unbearable, even for the heartiest of us. That's when it's time to call in the Halco comfort team.

As a Carrier Factory Authorized Dealer, we install the finest equipment from the inventor of air conditioning, and we have the factory trained technicians to keep your system running at peak year after year.

If you heat with forced hot air, adding air conditioning is easy. You then have year around comfort at the flick of a switch on your thermostat. If you heat with hot water, we can also install air conditioning. We have detailed some of our more challenging installations on these pages.

Plus, air conditioning adds to the resale value of your home like few other improvements.



865 County Road #6
Phelps, NY 14532

Return Service Requested

Air Conditioning Is Healthy

It turns out that fresh country air isn't always healthy. Sure, it's healthier than the air in many cities. But, for those with allergies, the main reason we move to the country is also our downfall – airborne pollen.

Pollen is just one of the irritants that affect country dwellers. Granted, country life beats the big city, but air conditioning can bring your property much closer to Utopia, and it can make it much more attractive at resale time.

As you can see from the photo below, the argument about the outside condensing unit being unsightly doesn't even hold water anymore.



If You Have Air Conditioning

If you already have air conditioning, we applaud you and ask the question, "Is it ready to keep you comfortable efficiently?"

Air conditioning systems should have an annual inspections and tune-up. The filter should be changed at the beginning of the season.

We clean, inspect and tune both the air conditioning and heating system for our ESA (Energy Saving Agreement) customers each year. Most share the same air flow system. So, changing the filter and cleaning the air chamber will assure you that the air will be cleaned, as well as cooled. That's conditioned air, not just cool air.

If you aren't an ESA customer, call to see how easy and economical it is to get on an annual plan.

Air conditioning. It's more than a luxury today.

Visit Us at
www.halcoheating.com