

The



Herald

Winter 2004

Save Energy While Keeping Your Family Comfortable



You may not be able to do anything about the cost of energy, but you have complete control over how much energy you use. And, you don't have to sacrifice comfort for energy savings.

Your Comfort

One of the most economical ways to assure your family's comfort is to have us install a programmable thermostat like the Carrier Infinity pictured above.

A programmable thermostat lets you tell your furnace when you want more heat and when less heat is needed. Unlike a thermostat that has to be manually adjusted, a

programmable unit can be set to turn up the heat in sufficient time before your arrival home or just before you get out of bed.

When a programmable thermostat is combined with a high efficiency furnace, you will save a substantial amount of energy.

Your Furnace

As we noted in the last newsletter, a clean, tuned furnace with a new air filter can reduce your fuel consumption substantially. When your current furnace is coming to the end of its life, don't wait until it gasps its last breath to install a new one. The money you save in fuel costs with a new high efficiency furnace can help reduce the time it takes to recoup your expenditure.

High efficiency furnaces burn less fuel, and they burn it more completely. As a result, less goes up the chimney. In fact, high efficiency furnaces don't even have a chimney. Exhaust is vented out through the

basement wall in a PVC pipe.

High efficiency furnaces also operate more quietly. Many are multi-stage, so only the number of burners needed to maintain your comfort level operate at any given time.

Zoning

You can stretch your energy dollar even further when your programmable thermostat and high efficiency furnace only have to heat the areas – or zones – in your home where the heat is needed.

Call us for more on how you can stay comfortable without breaking the bank this winter.



Serving the Finger Lakes & Central New York Since 1984

Continuing Education



Steve Andrews



Steve Benimino



Bruce Denmark



Dave Gil



Hal Smith



Paul Smith

Halco technicians continue to work hard to make sure they have all the latest technical information to assure your year round comfort. This includes studying for and sitting for NATE (North American Technical Excellence) certification exams.

Recently, Bruce Denmark, Dave Gil and Paul Smith passed the core exam and the gas heat exam to become NATE certified. To be certified, a technician has to pass the core exam and one specialist exam, and he/she is certified in that specialty.

Steve Andrews passed the oil heat specialist exam while Hal Smith passed the heat pump specialist exam and Steve Benimino passed both the oil heat and heat pump exams.

Meet Five New Members of the Halco Family



Kandee Tabor



Eugene Nolan



Max Crannell



Geno Diaz



Bruce Denmark



Dave Gil

We are pleased to introduce you to three new members of the Halco Electric family, and three to the Halco Plumbing, Heating & Air Conditioning family.

Eugene Nolan and Kandee Tabor are Halco Electric project managers and Max Crannell is a Halco Electric foreman. All three work in the Finger Lakes office in Lyons.

Gene, who has 38 years of electrical contracting experience, holds a degree from Rochester Institute of Technology and a diploma in electronics from RIT.

Gene and his wife Jeanne live in Henrietta and have two grown children. He is active in the International Association of Electrical Inspectors and the Electrical Association of Rochester.

Kandee, who lives in Brighton with her 16 year old son, has 15 years experience in electrical contracting. She earned her degree in industrial administration from General Motors Institute of Technology and RIT.

Max has 25 years of electrical contracting experience, most recently with Carroll and Cavney in Geneva. He lives in Lyons with his wife Diane.

They have two grown children.

Geno Diaz has joined our plumbing department. He was with Mr. Rooter before coming to Halco, and before that worked in construction and remodel plumbing. Geno, who lives in Brighton, is a graduate of Monroe Community College's criminal justice program.

Bruce Denmark is a new HVAC service technician. For the past five years, the Lodi resident worked for Agway Energy in Ithaca. He is an HVAC graduate of SUNY Alfred.

Dave Gil is also a new HVAC service technician. This is Dave's second career. After retiring from the Cornell Experiment Station in Geneva, where he was a horticultural science researcher, he enrolled in Monroe Community College's HVAC certificate program.

Dave, who lives in Clifton Springs with his wife and two children, holds a degree in wildlife biology from Utah State University.

Congratulations New Parents

Chris and Kelly Payne's daughter Kristen Lucy Payne was born October 4 at Geneva General Hospital. Kristen was 21 inches long and weighed eight pounds, two and a half ounces. Chris is a service technician.

Waterloo Resident Sings The Praises Of Halco



Joe Masetta shows off his new boiler.

Talk about an old clunker in the basement, Waterloo resident Joe Masetta had a huge boiler in his basement. He estimates that it weighed at least a half ton. Now he has one that is tiny, but mighty, by comparison.

Joe spent his whole life around the construction industry, so he knows

good work when he sees it. Joe specialized in audio system installations. Even today, at 78, he continues to operate and maintain the sound system for a dance band of senior citizens – the Gates Swingers – based on the west side of Rochester. It's quite a drive from Waterloo to practice and the band's gigs, so Joe wants to be sure that the even comfort of hot water baseboard heat will greet him when he returns home.

When the 30 year old boiler in his basement began to leak, Joe called Halco, a company with whom he was very familiar. We extended the life of the old boiler for awhile with a sealer. But, in October, we replaced the monstrosity with a new "right sized" Dunkirk boiler.

Joe is quick to point out all the features, like the automatic damper that prevents heat from escaping when the boiler is not running, the titanium burner, and the energy saving reduc-



The control side of Joe's new boiler.

tion in size from 180,000 BTUs to 105,000. Most of all, however, he compliments the professionalism of the Halco people – their ability to keep everything clean, their demeanor, and their friendliness.

Joe describes Halco as a "Good Samaritan" company. Thank you, Joe.

Another Satisfied Customer

Customer service is so important to every member of the Halco family that we are really pleased to get letters like this:

To Whom It May Concerned:

After working with a questionable plumbing contractor in the past, I decided to try another and, thus, called Halco.

I explained my dilemma to your people and requested your tech call me to see if I felt comfortable with his experience as it related to my sewage problem. Your tech returned my call and made me confident in himself and your company.

Upon his arrival at my home, which I also rent a portion of, we agreed that my pump needed replacing. We discussed my options and came to the

conclusion that I needed a similar style pump (RGS 2012 Gould).

I received a price of approximately \$1,200 on a list of \$1,500. I verified it myself, receiving a similar price from a competitor, thus confirming his honesty in the price.

This honesty is what gave Halco the job, but that's not all. I have a family member who works for Gould's Pumps, and the information provided by your tech allowed me to save a few dollars.

It took me a few hours to pick up the pump. Later, your tech returned to install it at 6:00 PM Friday.

I felt terrible having him come so late, but with two women and a tenant needing showers, I was stuck. Your tech never once showed any animosity

whatsoever for working so late. Then as we tried to pull the wires through the existing conduit, we had a problem. I sawed through the concrete to discover a fitting was missing.

With that, we were able to complete the job, finally, at 10:00 PM. The late hour was through no fault of your tech. Most techs would have said, once it got dark, "I'll be back in the morning," even without the conduit problem.

Your tech remained upbeat and pleasant through the whole process, and truly showed me that professionalism and honesty are still out there. If Paul Crowley is any indication of all your employees, my hat's off to your company. Thanks for a job well done.

Sincerely,
Ken Lisk



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 | 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 |
| Homer | 607.749.8800 |
| (Halco Electric) | |
| Websites: | www.halcoheating.com www.halcoelectric.com |



865 County Road #6
Phelps, NY 14532

Return Service Requested