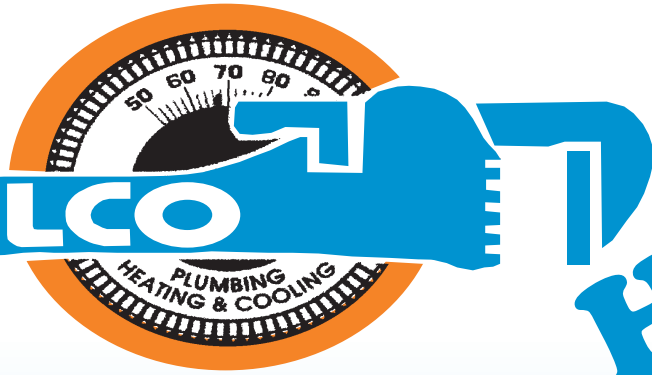


The

HALCO



Herald

Spring 2007

Save Energy Four Ways With A New Variable Speed Air Conditioner

There has never been a better time to have central air conditioning installed in your home. This season, you can save four ways when you buy a new variable speed air conditioning system. Those four ways are:

- New technology
- Energy savings
- Financial incentives for energy efficient appliances
- Liberal financing from Halco

New Technology

A new variable speed air conditioner will save you money nearly every time it turns on. These high efficiency units will operate only at the speed needed to cool the space to the required level. Plus, variable speed air conditioners dehumidify the space for added comfort.

In our climate, most of the time, we only need about 30 percent of our air conditioners' cooling capacity. But, we need 100 percent of a system's dehumidifying capacity. That wasn't possible with older, traditional models. They ran at a single speed, which would cool the



house very fast, but not remove the humidity. Air conditioners are sized for the hottest day of the year, which makes them oversized for the rest of the year.

Energy Savings

If an air conditioner is running at only 30 percent of its total capacity, it is using less energy than one running at 100 percent capacity.

Financial Incentives

Many variable speed air conditioners are Energy Star certified, and Halco is a certified Energy Star contractor. So, these two certifications can lead up to cash rebates and a tax credit on your state income tax next year.

Plus, there are a number of income-

based financing options available ranging from incentive grants and grants for low income families to low interest loans through financial institutions like Lyons National Bank.

Liberal Financing From Halco

Halco offers a one year same as cash program for qualified homeowners. Pay for your new air conditioning system in a year and you will pay no interest. Talk to your Halco representative about the details.

One More Thing

As we begin to think about air conditioning each year, we remind you to set your programmable thermostat at a comfortable temperature and leave it. Don't vary the temperature; that uses more energy to recool your home when you return.



Serving the Finger Lakes & Central New York Since 1984

Continuing Education Means Better Service

Customer Service Training

In February, Rick Hutcherson from RHI Training in Palm Coast, Florida conducted a week of training at Halco for our employees. The training was for all people who have customer contact responsibility.

On Monday, Rick covered general customer service for all of the employees who have customer contact. Tuesday, he conducted a day long technical customer service seminar for plumbers, on Wednes-



Rick Hutcherson (center) trains plumbers. This was one segment in our week long customer service program described below.

day for home comfort advisors, and on Thursday for heating and air conditioning technicians. Friday was for customer service representatives.

Besides providing our technical staff with the best in up-to-date techni-

cal training, we are also committed to training everyone who deals with you in order to make your experience with us a pleasant one.

Spring Semester Apprentice Training Underway

The spring semester is in full swing for our apprentices. Five groups of Halco technicians are taking apprenticeship training through Monroe Community College. The groups includes apprentices in plumbing, heating, air conditioning, electrical (two sections) and sheetmetal.

Apprenticeship training is just one of the many training opportunities Halco offers to employees.

We thank each of them for giving up one four-hour evening every week. They are learning more about their profession to be able to serve you better.

Halco's Training Program Recognized By National Association

The Air Conditioning Contractors of America (ACCA), headquartered in Washington, DC, selected Halco as one of four finalists for its Excellence in Training award. We were selected from heating and air conditioning companies from across the country.

Judges considered that we make training available to all of our employees, and encourage them to take advantage of the opportunities. They also considered whether we develop new training methods, promote employees who successfully complete training, conduct ongoing quality review and have at least 75 percent of its technicians NATE (North American Technician Excellence) certified.

NATE certification is the heating and air conditioning industry's training bellwether and 78 percent of Halco's technicians are NATE certified. Four are universally certified, which means that they have earned all seven specialty certifications.

In addition, we were cited for our

intensive training program through the National Center For Construction Education & Research and Monroe Community College (MCC), our apprentice program, OSHA safety training programs, and customer service training described on this page.

Five Halco employees have been trained and certified by the Building Performance Institute (BPI) to conduct residential energy conservation audits. Two technicians have been trained and certified by the EPA in asbestos removal and transport, enabling the company to offer residential and small commercial customers asbestos abatement at a reasonable cost.

In April, we, will open a training center at our Phelps headquarters to train displaced workers for entry level positions in the heating and air conditioning business. The courses will be taught by our MCC-trained instructors.

Education and training are so important for today's technicians that it is a top priority at Halco. In addition to

being good mechanics, heating and air conditioning technicians must now also have electrical skills, and know computer operation and even programming. We are pleased that ACCA has recognized all the hours that our employees devote, on their own time, to broadening their knowledge and skills.

Hal Smith is so committed to training and education, personally, that he serves in a number of educational capacities, including chairing ACCA's Upstate New York chapter education committee. He also is liaison to the ACCA student chapter at MCC, on the HVAC board of directors at MCC, and serves on the HVAC advisory board of Monroe #1 BOCES.

As a director of the area Workforce Investment Board, Hal chairs the planning committee. He also chairs the committee that conducts the Workforce Development Board's annual "Finger Lakes Works With Their Hands" trade show designed to introduce job opportunities in the skilled trades to area high school students.

Auburn Couple Lauds Halco Team



Bernice and David Davia in their comfortable Auburn living room.

Dave Davia has lived in his Auburn home since 1959. The home is heated by hot water using cast iron baseboard radiators downstairs and finned-style upstairs.

The reason Dave has all this information at his fingertips is because he is an advanced handyman. Back in the 1970s, he replaced the boiler so he knows the system forward and backward.

The boiler served the Davia family well for 35 plus years, but recently, Dave began hearing chattering in the circulation pump. His experience told him that the old standby was nearing the end of its life.

Dave & Bernice's best friends had Halco install a new heating system eight or 10 years ago, and recommended us to do the Davia's installation.

Today, the Davias have a new Williamson boiler. It is high efficiency, venting through the basement wall rather than the chimney. A tank next to the boiler holds the reserve water since one boiler heats both the water for heating the living space and the domestic hot water.

While Dave's handy work has been concentrated on woodworking (he has a complete shop in the garage) and installing tile and flooring, he

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Commercial Update



Commercial managers and engineers (Front row left to right) Charlie McManus, Ana Appell, Jason Koch, Eric Crandall, (Back row left to right) Shad Cook, Ralph Schodel, Todd Martin and Leo Fenner.

The commercial management team at Halco is busy all the way from Cortland to Rochester and east to Verona. The team has a number of new projects underway.

The furthest distance project is a new night club at Turning Stone Resort & Casino in Verona, between Syracuse and Utica. We are doing the heating, ventilation and air conditioning (HVAC) for this expansion of the casino building.

In Cortland, we are doing the HVAC work on a new Salvation Army store. The Salvation Army purchased a building and is renovating it into a new retail location. Our HVAC work includes installing four 10-ton rooftop heating and air conditioning units.

In the Rochester suburb of West Henrietta, we are doing the HVAC on phase two of a new townhouse community called Erie Station Village. LeCesse Construction is building 17 multi-unit buildings for a total of 89 living units.

In Horseheads near Elmira, we are working on an interesting design/build project with Chrisanntha Construc-

tion. It is a 25,000 square foot addition to a 72,000 square foot building we had helped Chrisanntha build in 2004. Synthes is precision machine shop, for which we are designing and installing piping to carry process water and an exhaust system for caustic fumes. This is in addition to the comfort plumbing and HVAC.

In Penn Yan, we are working with Chrisanntha to design and install three additions to the Casp, LLC building we worked on originally in 2003. We are designing and installing HVAC, plumbing and electrical in this dairy plant.

Throughout the Finger Lakes, we are working with Integrated Facilities Solutions to install HVAC and plumbing in Starbucks Coffee shops. We are finishing up the shop in Canandaigua and are about to begin the shop in Victor. That shop will be in a cobblestone house in the new High Point development across from Eastview Mall.

We are also pleased to announce that Leo Fenner has been promoted to commercial projects manager from field manager

Auburn Couple Lauds Halco Team

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The Davias' new Williamson boiler.

has dabbled in plumbing and heating in his own house. So, he can recognize good work when he sees it, and he refers to his new boiler system as a work of art.

He shows off

the manifold system with special pride, noting that our technicians even coated the copper piping to keep it shiny and reduce oxidation.

The house has two zones – one upstairs and one downstairs. Although the job was a two day project, our team assured Dave and Bernice that they would have heat in at least one zone by the end of the first day, and they did. The whole job was finished by the end of the second day.



The reserve tank.



The manifold

of them being there when they were finished.

As a retired corrections officer at the Auburn Correctional Facility, Dave is keenly aware of the need for security, and has taken care to protect their home. But, Bernice notes that they were perfectly comfortable running errands for more than two hours while our installation team was working.

Our team loved the Davias, too. They plied them with snacks and even left lunch for them while they went off to do their errands.

Although this is the first time the Davias have turned to Halco, they say they will definitely depend on us for all their heating and plumbing needs in the future.

Both Bernice and Dave laud our team's attention to detail when removing the old equipment, noting that, except for the new equipment, there was no trace

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
Lyons	315.946.6161
(PBS Supply)	

Websites: www.halcoheating.com
www.halcoelectric.com
www.pbssupplyco.com



865 County Road #6
Phelps, NY 14532

Return Service Requested