



Spring 2006

An Engineer's Opinion

The year of change for the Atlas Air team will be 2006. Excitement is in the air and we are all anticipating an incredible year ahead of us. This edition of Atlas Cares will focus on the changes in our company and how they will affect you, our customer. There are many changes afoot, and we would like to take this opportunity to let you know more about these developments and our goals for 2006.

2006 has begun on a very high note, with Atlas being named the top contractor to work for in Canada by the Air

Conditioning, Heating & Refrigeration News (see the following article for more details).

We are also working to streamline the services offered by Atlas team members to ensure all of our customers benefit from our expertise in every area of the home comfort industry. To that end, we are integrating the Atlas Robinson team into the Atlas Air organization and moving both organizations into a new building in Oakville.

Our quest to update our corporate image through strong and professional design has continued into our Web site, and service and installation vehicles. We are excited about the launch of these two projects that are sure to bring a new, fresh and high-impact image for Atlas Air ClimateCare.

The new 13 SEER air conditioner changeover in the United States has now come into effect. This change will affect all home owners that would like to upgrade an existing system, or install a new one. In Canada, as we move through the conversion to these new



units, stocks of older 10 SEER units will quickly be used up, making the upgrade process

more difficult for some homeowners. If you will be affected by this, contact us today to discuss your options.

In the hydronic industry, the new TSSA boiler inspection program will see all homes with a hydronics component potentially needing an official inspection to ensure the system's safe and efficient operation. Read the **Hydronics Happenings** article for more information or contact Atlas to discuss how you will be affected.

Read on in this edition of Atlas Cares for details on these and other developments in the home comfort industry. If you have any questions or comments, please contact us. We would be happy to hear from you.

Roger Grochmal P.Eng.
President, Atlas Air



A new home for the entire Atlas Air family

The Atlas team has outgrown its current home!

Effective March 13, 2006, Atlas Air has a new location:
2590 Bristol Circle, Unit 1
Oakville, ON L6H 6Z7

All of our existing phone numbers will remain unchanged.

Our new building will enable all members of the Atlas Air team, including members of the former Atlas Robinson, to work together under one roof. The building offers better office space for our sales, customer service, administration and leadership teams, as well as impressive warehousing and shop facilities to assist our installation and service team members in their efforts to provide unparalleled service.

Please contact us if you have any questions about the move or would like to speak about your home's total comfort system.

One big happy family

Atlas Air is always working to provide a full range of home comfort equipment and services to all of our clients. Our partnership with Atlas Robinson helped Atlas offer professional service and specific expertise in the hydronic, or hot water heating industry.

We are now integrating these two companies further, under the Atlas Air name, and we are joining together in our new Oakville building. (For more information on the new facility, please see the article at left.)

Now all Atlas Air customers can benefit from the unmatched expertise in the hydronics industry that was offered by the Atlas Robinson team. We are pleased to be fully integrating all Atlas Robinson staff with the Atlas Air team. If you would like to know more about hydronic heating options, contact a member of the Atlas Air team. We are more than happy to discuss all your home comfort options.



Atlas named top contractor to work for in Canada

Atlas Air ClimateCare is ranked among the top five HVAC contractors to work for in North America, and the top in Canada.

We are honoured to have been so well-ranked within our industry. Our management and staff work hard to create an environment that is easy and enjoyable to work in and this award is a credit to their dedication. Creating a comfortable workplace enables staff to focus on what is most important: providing excellent customer service.

The award is presented by the Air Conditioning, Heating & Refrigeration News, an HVAC industry-leading magazine.

Roger Grochmal travelled to Chicago in late January to accept the award on behalf of Atlas Air and participated in a panel discussion at the annual AHR Expo.

Becoming the first HVAC contractor to receive ISO Certification in 2005 took a lot of hard work and commitment. This award demonstrates Atlas' commitment to being a leader in our industry.



Familiar Faces, New Places

Atlas is excited to announce two recent changes in our staffing.



Vic Piva, a long-time employee of Atlas Air in the service department, has become the newest member of our sales team. We look forward to having Vic continue to offer his clients the outstanding service he brought to his service calls, when working with the sales team.

We are also excited to see the return of **Casey MacKereth** to our service team. Casey began working with Atlas as an apprentice in 1987 and quickly advanced through the company, becoming a licensed mechanic in 1991. In 1998 Casey was ready for a change, and moved into the commercial sector, but we are thrilled to say he has brought his expertise and friendly disposition back to Atlas. Welcome back Casey.



13 SEER changeover has come

As of January 23, 2006, the United States Department of Energy mandated that Seasonal Energy Efficient Ratios (SEER) on all new residential air conditioning units increase by 30 per cent from the current minimum of 10 to 13 SEER.

As virtually all central air conditioning equipment sold in Canada comes from the United States, the impact of this regulation will be felt by Canadian homeowners. Efficiency improvements, while environmentally responsible, can have unintended impacts:

- 13 SEER equipment is typically up to 50 per cent larger, making it more obtrusive outside as well as much more difficult to fit into an existing furnace plenum. In extreme cases, it may be necessary to change a furnace in order to accommodate a new air conditioner.
- On average these new units will cost 20 per cent more than previous units due to increased amounts of steel, copper and aluminum. Larger units are also more costly to ship and store.

For those installing a completely new home comfort system with matching furnace and air conditioner, the performance will be excellent, all components will be new and compatible. For those looking to

replace an air conditioner only, there are a number of considerations to take into account:

- Many of the ratings shown on manufacturers' brochures are maximums and only obtainable when matched with new, super high-efficient furnaces with variable speed motors.
- Most of the new units will be using environmentally-friendly R410, a refrigerant which is incompatible with older Freon systems. It is important that the evaporator coil and refrigerant lines be changed at the same time.

Advancements in technology coupled with new legislation are causing the industry to become more complex. Your service provider is the critical link to ensuring you have a system that will work efficiently. Dealing with a contractor you can trust helps you to understand new technology, how it works with older technology, and will give you the advice you need to make the best decision for your home.

If you would like to replace your air conditioner, and you would like to have a 10 SEER unit, contact us immediately, as only a limited supply of these units are available.

Tech Tips

This column will provide tips and tricks from our service technicians to help you keep your home comfort systems running smoothly year-round.

When preparing for a visit by an Atlas service tech, be it for scheduled maintenance or to address an issue, please take a moment to ensure that your equipment is easily accessible. For example, is your furnace surrounded by long-term storage items? If we will need to inspect your attic mount air conditioner, check that the hatch to your attic is easily accessed. Ensuring that your equipment can be accessed by your Atlas Service tech will make your visit more efficient and effective. Remember, if you can't get at your equipment, neither can we!

Erich Humbal, Senior Mechanic



Visit Atlascare.ca

Staying up-to-date on the latest technology has required that Atlas Air ClimateCare not only keep on top of industry developments, but also strive to remain at the cutting edge of customer service and interaction technology as well.

In an effort to provide our customers with the information they need as quickly as possible, and to offer online services and promotions, we have developed a new Web site.



Atlascare.ca offers visitors information on our company and the services we offer. It also provides industry information and updates, an archive containing articles of interest to homeowners, and much more.

We are also working on developing an "online offers" system for Atlas Air customers. Once you have registered with our site, you will receive ongoing offers, promotions and information that will help you manage your family's total comfort, efficiently and cost-effectively. Watch for these enhancements in the near future.

We are excited about our new site and hope you enjoy using it and browsing through its pages. If you have any questions or comments about the site, please contact us. We would be happy to hear from you.

Hydronic Happenings

Boiler Inspection Program

The Technical Standards and Safety Authority (TSSA) has the mandate to maintain and improve safety for Ontario residents by administering and enforcing the *Technical Standards and Safety Act, 2000*, which governs fuels safety in Ontario. TSSA is concerned that some natural gas and propane burning natural draft boilers equipped with a draft hood have not been properly installed, operated or maintained. This may result in a carbon monoxide (CO) safety hazard in the home.

CO is a colourless gas produced when fuels such as natural gas and propane burn incompletely. While it is odourless and tasteless, incomplete fuel combustion may result in an abnormal odour. Symptoms of CO poisoning

include nausea, vomiting, dizziness, burning eyes, difficulty breathing, confusion and loss of consciousness.

Recently investigated CO incidents have shown that one of the key contributing causes of the incidents is boilers being improperly maintained. It is imperative that the boiler is cleaned properly and regularly to reduce the likelihood of CO production.

TSSA is legally requiring all heating contractors to perform a CO safety check on these boilers and to take action when an unsafe condition is identified. The check will be performed when a technician comes to your home, whether you request it or not.

Remember that having your boiler, and all other fuel burning equipment,



properly maintained by a qualified contractor is the best method to keep your home and family safe.

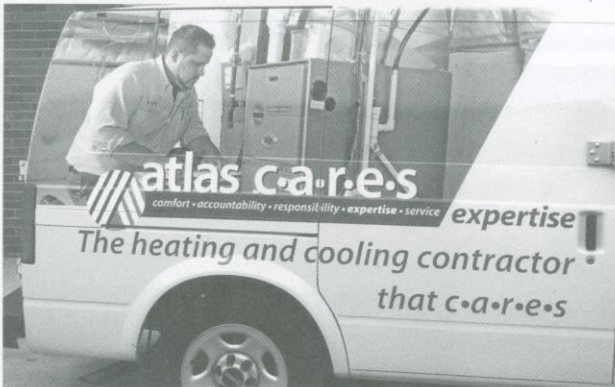
I am excited to be continuing my work with the Atlas team, bringing the hydronics expertise of Atlas Robinson to all Atlas customers. Please contact me, or another member of the Atlas team, and we will be happy to discuss this inspection, or any part of your home comfort system, with you.

Ron Robinson, Hydronics Manager

New trucks

Over the past months you have seen the roll-out of a new look for Atlas Air materials including letterhead and this newsletter. We are ready to take the next step, and have invested in a new design for our service and installation vehicles.

Designed to make our vehicles more identifiable, the new design features photos of our staff doing what they do best - serving customers. **Watch for our new vans in your neighbourhood!**



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