



atlas air

CLIMATECARE.

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AN ENGINEER'S OPINION



Editorial

For real comfort, try real service

Talk, as they say, is cheap, which is why we hear almost every business *talking* about service. It doesn't cost much to talk about friendly workers, 24-hour accessibility, or bright, modern facilities, and then label the whole package 'service'. But when the friendly workers keep you waiting and then make costly mistakes, the round-the-clock accessibility turns out to be a 1-800 number leading to voice mail jail, and the bright facilities are staffed with dull personnel who can't answer your questions, then the only service you're really getting is lip service.



good decisions about comfort in your home, and to educate you about the latest products, services, and issues that may affect you.

Because we devote time and effort to each customer, we're often able to discover and remedy little problems before they become big ones. In this way, we deliver what good service really means: peace of mind.

This issue of *An Engineer's Opinion* looks at issues for the coming heating season. We look at the trends in gas prices, Carrier high-efficiency gas furnace technology, and great boilers from Burnham. We'll also introduce you to the

latest addition to the Atlas service family in Toronto, the W. Skerratt Heating Company. They have been in business for over 70 years and we're sure that they will continue to enjoy serving customers as much as we do.

An Engineer's Opinion

An Engineer's Opinion is published to assist homeowners in creating the healthiest, most comfortable environment in their homes at the most reasonable cost. If you have questions, criticism, or input, we want to hear them. Please write or call me personally.

Roger Grochmal, P.Eng.,
President

Real service costs the server, in both effort and time. At Atlas, we take time to consider each of our customer's unique requirements, to continually update our service technicians' training, and to ensure that our pricing for each job is clearly communicated *before* we begin the work. We make an effort to stick to schedules and to cause as little disturbance as possible whenever we work in someone's home. We try to handle your questions or concerns quickly and effectively, and if we don't have the answers, we'll get them for you. We provide you with the information and advice you need to make

Invest in comfort *and* savings with a high-efficiency furnace



Natural gas prices have more than doubled in the last year because of increases in both exports to the United States and the use of natural gas to generate electricity. And although gas prices should soften within a couple of years, they are not expected to return to the relatively low levels that we've enjoyed in the past. For this reason, high-efficiency gas furnaces are becoming an increasingly sound economic choice.

Of course, high-efficiency gas furnaces have always been the best choice for comfort and

safety. These furnaces provide enhanced comfort because they eliminate drafts, produce only small temperature swings, and deliver more even heating with less noise. Most importantly, high-efficiency furnaces use outdoor air for combustion (as opposed to low- and mid-efficiency furnaces which use indoor air) and have sealed combustion chambers, which lowers your family's risk of carbon monoxide poisoning

Carrier ComfortHeat™ technology provides accurate heating


A \$250 value
Purchase a new Carrier 58MVP or 58UHV variable-speed furnace and receive a \$250 discount with this coupon

Because every family lives in a unique home with different comfort requirements, Carrier has developed a new furnace technology, called ComfortHeat™, that allows you to control heating as accurately as possible. Unlike standard furnaces, which run full blast from cool to hot, ComfortHeat™ variable-speed gas furnaces use long, gentle heating cycles that keep you within one degree of your chosen temperature. These furnaces have different stages of heating which help eliminate both uncomfortable temperature swings and the hot and cold drafts caused by the on-and-off cycling of a standard furnace. The slower blower speeds help reduce

operational noise and minimize electricity use so you can enjoy consistent, quiet, energy-efficient indoor weather throughout the year. You also get better humidity control in the bargain. Carrier's exclusive smart control board constantly monitors and adjusts furnace operation. This unique microprocessor also provides a memory of past heating cycles and automatically determines how the least amount of energy can generate the highest level of comfort. And because electricity prices will also go up once deregulation occurs, ComfortHeat™ furnaces can provide significant savings on your electricity bill if you run your fan continuously.

Carbon monoxide detectors are now mandatory in Mississauga

Effective March 1, 2000, a new bylaw in the City of Mississauga requires that every home have a working carbon monoxide detector installed. Last year the city had almost 1,000 emergency calls placed for carbon monoxide related incidents. This is the first heating season in which this change will be mandatory. Carbon monoxide detectors are widely available in all hardware stores. You can pick them up yourself or you can have your Atlas service technician bring a couple when he comes to do your fall tuneup.

Detector manufacturers recommend that you install at least one detector in your home in the sleeping area. Additional detectors should be installed on each floor of your home.

Every year there are reports of unnecessary deaths as a result of carbon monoxide poisoning. In the majority of these cases, carbon monoxide detectors were not present to warn the inhabitants. Investing in your family's safety is the best investment you can make.



You can't beat boilers for comfort

If you heat your home with an older boiler that you think you'd like to replace with a forced-air furnace, think again. Gas furnaces do have many benefits. But instead of ripping out your existing hot water pipes to put in duct work, it makes a lot more sense in terms of both comfort and economics to simply put in a new boiler.

Like everything else, boilers have changed with the times. Today's boilers are efficient and well designed, but the best reason to stick with a hot water heating system is comfort.

Hot water systems deliver the heat right where you want it to go. Unlike forced-air systems, which lose some heat through the duct work, virtually all of the heat from a boiler goes directly to the rooms where you need it. This means you can accurately control the temperature in each room, as well as control which areas of the house you choose to heat.

Boilers heat gently. In a hot water system, the water silently flows to each room, delivering its heat slowly, evenly, and without drafts or dust.

You can have comfortable heating and central air conditioning, too. Just because hot water systems are ductless doesn't mean that you can't enjoy central air conditioning. For example, Space-Pak makes a central air conditioner that is specifically designed for ductless homes. It has its own air distribution system that operates independently from the heating system. In the same way, independent systems for air cleaning, ventilation, and humidification can all be added to your home.

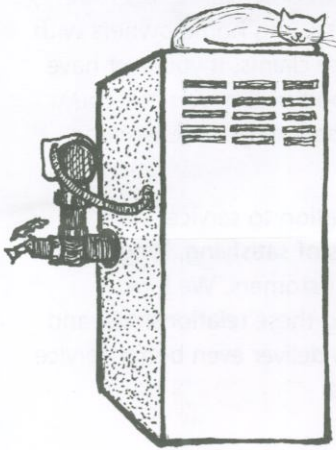
Hot water systems can heat more than just rooms. If you have a boiler system, you can easily adapt it to heat your domestic hot water, your swimming pool, your whirlpool, and the air brought into your house through ventilation.

We at Atlas have been in the boiler business from our earliest days, and as boilers have changed over the years, we've updated our knowledge of hot water systems and our skills in installing them. In particular, our new co-workers at W. Skerratt (we introduce them further on) are particularly experienced with hot water heating. If you do have an older boiler that you'd like to replace, please call us. We'd be happy to answer your questions.

Burnham boilers deliver comfort that lasts

Last year we looked for a premium boiler supplier who had the technical knowledge, products, and service that we have always demanded from our other suppliers. We found what we were looking for in the Burnham Boiler Company, a family-owned company that has been in the hot-water heating business for over 125 years. They are the largest manufacturer of hot water boilers in North America, with first-class products and excellent warranties. Most importantly, they have an exemplary reputation for service. Burnham's excellent engineering and application support ensures that every boiler system provides maximum comfort.

For replacement applications, Atlas offers the Burnham Series 2 gas-fired hot water boiler. Rugged cast iron sections are produced in Burnham's own plant to ensure the highest quality. The Series 2 boilers are built with features that ensure a long life: all heat-exchanger components are made from the same materials so that everything expands and contracts at the same rate, which prevents leaks; the burners are made with stainless steel so they won't rust, and the step opening gas valve ensures quiet operation. The Series 2 boiler comes with a limited lifetime warranty on the heat exchanger. And because all controls are located inside the cabinet, out of reach of small hands, these boilers are a good choice for safety as well as comfort and durability. We're confident that this is the ideal replacement for your old, inefficient, or worn-out boiler.



atlas notes **Introducing the W. Skerratt Heating Company**

We would like to take this opportunity to welcome the W. Skerratt Heating Company into the Atlas family.

Founded in 1929, W. Skerratt has a long tradition of service in Toronto. It was a family business but the time came for the sons of the founder to retire and there was no one in the family who wanted to take on the business. The Skerratts pondered long and hard as to whom they wanted to sell the business. They wanted to ensure that the new owners would continue to operate the business and look after their employees and customers in a manner that would uphold the high standards they had established over the years. The Skerratts first approached Atlas in January of this year and by March the deal was complete. Both the W. Skerratt Heating Company and Atlas were very pleased with the match.

The people at W. Skerratt greatly benefit Atlas with their knowledge and experience in hot water heating. Their ability to deliver excellent service and operate with grace under pressure comes from years of assisting home owners with fire and flood insurance claims. If you ever have the misfortune of a flood or fire, you can count on W. Skerratt to be there to get you back on line.

Because of their dedication to service, W. Skerratt has thousands of satisfying, long-term relationships with its customers. We look forward to maintaining these relationships, and together, we expect to deliver even better service to all of our customers.

Atlas takes the Mississauga Readers' Choice award two years in a row



Atlas does it again. For the second year in a row, Atlas has received the Readers' Choice top award in Mississauga. Each year the Mississauga News community newspaper polls its readers to identify the best companies in each service area. Atlas was voted top company in the heating and air conditioning category. Considering that there are over 100 companies operating in

Mississauga including some very large national organizations this is a great accomplishment. This spring Atlas also received the Gold Readers' Choice award in Etobicoke presented by the Etobicoke Guardian. We would like to thank our many customers who took the time to vote their confidence in Atlas.

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