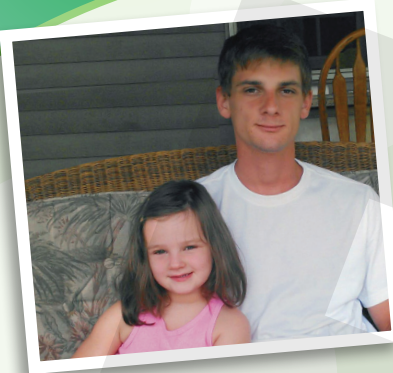


spotlight on:



Daniel

Daniel came to us after graduating from the HVAC program at Delaware Technical and Community College and is one of our Journeyman installers. Since joining our team, he has shown great willingness to learn new skills so you'll frequently see him assisting our plumbers in the off season. His aptitude in both the HVAC and plumbing industries means he is often requested to help on larger jobs.

Outside of work, Daniel is, first and foremost, dad to his three year old daughter, Autumn. He also enjoys some of the activities we sometimes take for granted living here in Sussex County: surf fishing and the drive-on beach. With his truck geared up to drive-on, Daniel is well-versed in the nuances of soft sand maneuvering ... and helping others who aren't so experienced. When he can't be outdoors enjoying the bounty of our area, Daniel is a serious Minnesota Vikings fan, a tough proposition even in the melting pot of NFL fans that is Delmarva.



Evan

A Sussex County native, Evan has been working in the HVAC industry for over a decade and is our resident expert on geothermal applications as well as a fount of knowledge of ductwork. With a Master HVAC license, he is part of our installation team and one of the friendly faces you're likely to see if we replace your equipment.

A family man, Evan enjoys his down time with his long-time girlfriend Jessica and their almost-two-year-old, Evan Junior.

While he can't share his enjoyment of hunting and fishing, two of his favorite hobbies, with his son quite yet, Evan Junior can be on the sidelines while Evan enjoys his other love: racing. In his words, "it's in his blood" and Evan enjoys anything fast on wheels including go carts, four-wheelers and dirt bikes. Whether it's trying to beat his own personal record or getting together with friends and not-yet-friends at the track for impromptu races, Evan's competitive spirit shines through.



ALS ice bucket challenge!

- Believe In Tomorrow
- Delaware Hospice
- Delaware Seashore State Park
- Camp Barnes/Delaware State Troopers
- National Child Safety
- ALS

For a (mostly) complete list of supported organizations, please visit our website.
<http://www.custommechanical.com/about/community-involvement.php>

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Seaside Tidings

Fall 2014 Newsletter from **custom mechanical**
service for every season

Another Unpredictable Summer

Happy fall, y'all! It was another hectic summer here at the beach, fueled in part by the erratic weather that gave us some gorgeous beach weather, torrential downpours and early crisp mornings. At Custom, we're gearing up to be a different kind of busy for the next few months: fall and winter are our time to train, update our knowledge of new products, improve our processes and, in general, prepare for the next crazy summer. And while this summer was unpredictable, but mostly mild, last winter was anything but. So, that means we're also staying geared up for some cold weather, freezing and ice.

Thanks for another summer, for your loyalty, for your business, for your feedback and suggestions for improvement. With the help of everyone on the team at Custom, we strive to exceed your expectations at every interaction and, in turn, we have been rewarded with your trust and your business.

Thank you!

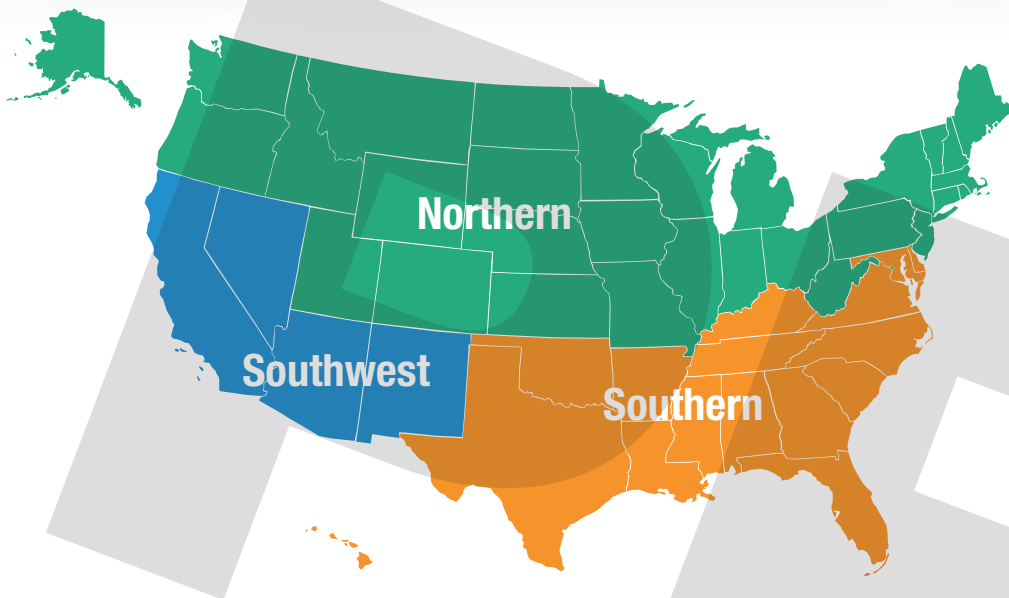
Regan

Regan Roberts Deck
 Chief Operations Officer

Remember to schedule your fall Performance Tune-Up by calling us today at (888) 733-7931.

Minimum Efficiency on the Rise Again – For HVAC & Water Heaters!

Regions for Central Air Conditioner and Heat Pumps



Zones	DOE's Proposed New Federal Minimums (January 1, 2015)	
	Air Conditioning	Heat Pump
Northern	13 SEER	14 SEER 8.2 HSPF
Southern	14 SEER	14 SEER 8.2 HSPF
Southwestern	14 SEER 12.2 / 11.7 SEER <45K / >45K	14 SEER 8.2 HSPF

A few years ago, the Department of Energy increased the minimum efficiency of newly installed heating, ventilation and air conditioning equipment from 10 to 13 SEER. (SEER stands for Seasonal Energy Efficiency Ratio.) On January 1st, 2015, the minimums will once again change - this time depending on the region in which you live. In our beautiful state, new air conditioners and heat pumps installed after January 1st will have to have a minimum rating of 14 SEER.

On top of that, in April of this year, new standards will

go into effect that will impact the design of new water heaters, making them 2 or more inches larger in diameter and height.

What does this mean for you? Not much, unless you're thinking of replacing your HVAC system or water heater or you know your equipment is on its last legs and have been trying to eke out one (or two or three) more seasons before replacing it. With the increase in efficiency being mandated, you will see an increase in the cost and size of equipment. The size difference can make for an extra degree of difficulty and additional labor when replacing the equipment (think attics with drop-down stairs, water heaters in closets and outdoor units straddling setback lines). Worst case scenario, you may want to move up your timeline for replacement to avoid increased equipment and labor costs associated with the higher efficiency, larger equipment.

Call us to discuss your options and find out about available manufacturer rebates (up to \$1,000 this fall) and financing options.

Comfort & Efficiency, Custom Style

If you have an uncomfortable home, chances are, you also have high energy bills. Unfortunately, many home energy improvements focus only on one aspect of your home, such as humidity, insulation, the heating and cooling system, or windows and doors. Working on a single item might be a good place to start, but remember that every part of your home is designed to work as a single large system. Because the performance of one part affects the others, the best results are obtained when all parts are considered at once.



That's why we look at your entire home as a system. Insulation has to work in conjunction with properly sealed and ventilated attics, crawl spaces and basements while duct systems need to be able to direct the necessary air to the living spaces of your home. But before solutions can be obtained, the problems need to be identified and prioritized.

What is a home performance evaluation?

So glad you asked! It's a combination of diagnostics to identify the problem areas of an uncomfortable or inefficient home.

A blower door test depressurizes your home using a digitally controlled fan temporarily installed on an exterior doorway. This measures the tightness of your home in cubic feet per minute (CFM) and helps us determine whether your home is too tight, leaks too much or is just right.

While the blower door test is running, we'll scan your walls using infrared camera diagnostics to give our BPI Certified technician a visual representation of temperature differences behind the walls, allowing us to pinpoint the exact location of leaks and where air sealing efforts should be concentrated.

A measurement of airflow from your supply ducts, a flow hood analysis, is also performed to determine how much air is actually being delivered to the conditioned spaces of your home. Poor air flow, especially from the lack of return air, can reduce comfort levels and shorten the life span of some components.

Once the evaluation is complete, recommendations are prioritized to ensure the quickest return on your energy dollars. In the end, by treating and improving your home as one large comfort system with multiple parts, you'll find greater comfort, energy bill savings, reduced maintenance costs and better indoor air quality.

An Icy Force

Why is air conditioner capacity measured in tons? You may have wondered this, especially since you know your 4-ton HVAC system doesn't actually weigh 4 tons. This number refers to the amount of heat the air conditioner can remove from a house within one hour: one ton of A/C capacity is equivalent to 12,000 British thermal units (or BTUs) per hour.

But that still doesn't answer the burning question: "why"? Before the invention of the air conditioner, people who could afford it used large blocks of ice to cool their homes in the summer and refrigerate food. The ice was harvested during the winter from frozen lakes and rivers. (Think those harmonious laborers at the beginning of "Frozen.")

So how did the use of ice to cool buildings lead to the term "ton" you still – and again – ask? Basically, if you have a one-ton (2000 pound) block of ice, it takes 286,000 BTUs to melt it completely. If that block of ice melts evenly over the course of the day, it absorbs heat at the rate of 11,917 BTU/hour. Rounded up, we get 12,000 BTU/hour, or one ton of AC capacity.

Take that to your next team trivia night!

Wait for it ...

The role of homeowner includes many responsibilities, from mortgage payments to routine and ... (wait for it ...) preventative maintenance. I know, I know: preventative maintenance is a phrase you've heard me bandy about with abandon in these newsletters since the beginning – but that's because it's so important. When it comes to your home's electrical system, safety is an additional concern, as timely repairs can help prevent a potential fire or electrocution. Here are some signs of electrical problems to watch out for:

- An outlet or switch that feels warm to the touch. A dimmer switch will feel warm to the touch because it uses resistance to manage electrical flow. Other outlets or switches, however, should never feel warm to the touch.
- The long-term use of extension cords. If you find that you're using extension cords to run everyday things, it's probably time to add some outlets. Cords strung across the floor can become overheated or damaged, which makes them a fire hazard as well as a tripping hazard. Hey! While you're at it, get us to install some of those new-fangled outlets with a USB plug built in!
- A ghost in your light switch. A switch like this may seem loose or not work at all. Maybe the light it controls turns on and off randomly. Switches can wear out with age; the contact may be loose or the wiring may have a problem. Let us know how we can help you be comfortable in your home!

YOU VS. YOUR PLUMBING

Have you gotten up in the middle of the night to use the bathroom and found that the toilet just won't stop running? And while plumbing problems like this can waste your time and money, thankfully there is plenty that you can do to face down a troubled toilet and restore order to your home's plumbing system.



Before you can tackle plumbing problems, you'll need to identify their source. If your toilet has started clogging recently, think about any changes in toilet paper or sanitary products that might have impacted your plumbing. Check the bowl to be sure that no objects are trapped at the toilet's outlet. Does plunging the toilet clear up your problems? If not, your clog is likely too far in your line to be taken care of without professional help.

If your toilet is running constantly or takes a long time to stop running after being flushed, think about the age of your toilet. Over time, the plastic flapper that allows water to pass from the toilet tank into the bowl may become loose or damaged, resulting in a loss of vacuum pressure. Even the smallest losses in pressure can lead to problems with the water running constantly. Take the lid off your toilet tank and examine the flapper and the chain that connects it to the flusher.

Remember that being proactive about plumbing maintenance is the best way to avoid serious repair bills in the future. Of course, fixing your running or clogged toilet can also help you cut down on water usage and reduce bills while helping you build repair skills. With a little practice and know-how, you'll be able to determine what plumbing problems you can tackle on your own and which ones you should leave to the pros (that's us!).



Carbon monoxide can be deadly. Call or visit us on-line to schedule your Performance Tune-Up today.