

spring 2015 newsletter

Seaside Tidings

custommechanical



an artⁱc mud puddle

What a winter! Between the snow, ice, rain ... our sea-level paradise has seemed more like a giant arctic mud puddle these last few months. Now that we're beginning to thaw out (and dry out), it's time to start thinking about warmer weather and sun-shinier days.

Before we look forward, though: if you haven't visited your home here since we had all those freezing temperatures, make sure you pay special attention to your plumbing when you do come down. Stop, look and listen for possible water leaks especially around hose bibbs, inside cabinets, in your crawl space and behind walls. The cold weather wreaked havoc on plumbing systems and the effects are still being felt as many of you begin to open your homes for the season. As always, give us a call if you need us.

After that, hopefully we can put the winter behind us and look forward to the coming "outdoor" seasons. I think we've all earned some temperate weather, so here's to enjoying it! Have a great spring!



Regan Roberts Deck
Chief Operations Officer

enjoy your outdoors more

You already know that we've been helping you maximize & maintain your indoor comfort for more than 30 years. Now, we can help you live comfortably outside, too.

Lava Heat Italia is the premiere manufacturer of patio heaters, providing innovation and quality in design un-matched by industry standards.

Continued inside ...



spotlight on: people who make us great



MARTY joined our team in 2013 after completing the HVAC program at Delaware Technical and Community College. He has quickly proven himself with his natural aptitude for diagnostics and repair while his outgoing personality assures that he's also becoming one of our most requested service technicians.

Raised in a suburb of Boston, Marty spent 10 years in Vermont before settling here with his wife of 17 years, Julianne – an RN – and their children: daughters Micah (age 15) and Reese (age 12) and son Simon (age 14). The family enjoys those beach-y pursuits so prevalent here: fishing, grilling and relaxing on the drive-on beach, sampling local craft beers and camping ... plus an activity you can't do here: snowboarding. And Marty even makes time to coach soccer for his children.

BRANDON joined our team shortly after we opened our Home Performance division. He came to us with a background in hotel and home maintenance as well as his Building Performance Institute (BPI) Certification. As our HP Crew Chief, Brandon uses his knowledge and certification in crawl spaces and attics, moving around in them faster than you can blink, and creating more comfortable homes for our clients.

Although Brandon and his long-time girlfriend, Krystal, are originally from New England, they moved here to raise their family. With their 5 year old son & 3 year old daughter, they spend their free time doing pretty much anything that involves the water: SUP, surfing, fishing, kayaking ... And when they return to their northern roots for visits they take advantage of the mountains for some hiking. If you ask Brandon, the world is too big to ever have enough time to see everything; instead you have to make sure that you take advantage of the time you do have and enjoy what you can every chance you get.



new standards are now in effect

We talked about it in the last newsletter and now it's a reality ...

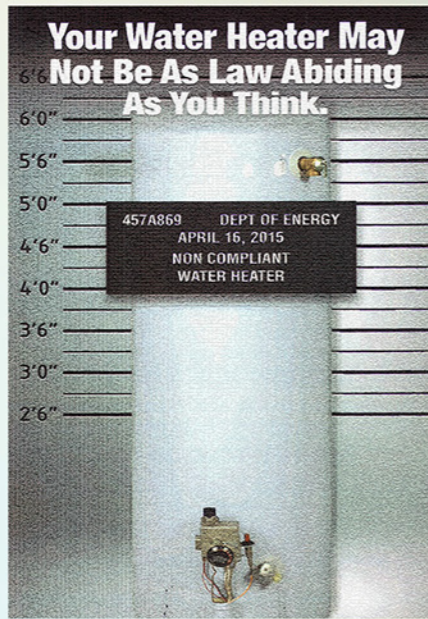
On Delmarva, the new minimum efficiency for air conditioners and heat pumps installed after January 1st, 2015 is 14 SEER.

On top of that, in April of this year new standards for water heaters also went into effect: making them **two 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 more season 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 could 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).



enjoy your outdoors continued...

Lava Heat Italia heaters are a one-of-a-kind product, combining elegant outdoor lighting with comfortable, soothing heat.

- ◆ Lava Heat Italia flame heaters are equipped with a easy-light ignition that reduces failed ignition attempts. The **enclosed burner prevents flash over** by encasing loose gas inside the glass tube.
- ◆ Lava Heat Italia patio heaters have optional heavy duty wheel kits and integrated handles (on applicable models). Such features make moving your patio heater less problematic, and with less hassle.
- ◆ The design heats in a 360 degree pattern along a **vertical heating element**, heating the entire body with a balanced heat.



◆ The majority of Lava Heat Italia patio heaters are constructed and delivered **fully assembled**. The one-piece design eliminates weak points. Reinforced panels add further strength and durability.

◆ Open-air burners have corrosion problems when left outside in humidity, salt air, or other damaging conditions. As corrosion occurs, burner components fail. That's why Lava Heat Italia burners are encased in a glass tube and corrosion resistant.

◆ Many patio heaters have an on/off function only. As a result, there is either no heat or too much heat. Lava Heat Italia patio heaters have settings which allow you to control the height of the flame and heat as a result. You can achieve your desired temperature with a simple knob or button adjustment. To conserve gas, flame settings can be turned down, extending the life of your propane tank.

For a limited time, we are offering **special pricing on all in-stock** patio heaters. Plus, when you purchase one of our in-stock models, you receive **free local delivery** during normal business hours, plus free set-up, including propane and a tank!

savings from the energize delaware program

The "Home Performance with Energy Star" program, which is administered by the Energize Delaware Program, is offering rebates to homeowners in Delaware for making energy improvements in their home.

Recently, they opened this program up to ALL homes in Delaware (not just primary residences, as it was before) and **increased rebate incentives by 50%** to homeowners who complete work recommended by energy audits. This program offers a \$300 rebate on the initial audit and subsequent rebates on different energy measures recommended by the auditor.

Rebates could amount to as much as \$6,750.

Rebates begin with the audit. Energize Delaware will cover up to \$300 of the audit costs. Once the audit is completed, Custom Mechanical will provide a prioritized list of recommendations to make the building more efficient. Rebate amounts include up to \$650 for air sealing, \$900 for attic insulation, \$675 for high efficiency HVAC equipment and \$600 for tankless water heater.

As of this article, in order to be eligible, rebate reservations must be secured by the end of the year. (Check energizedelaware.org for the most up-to-date rebate amounts and deadlines.)

Luckily, you know someone who can help you take advantage of this program!

Our certified BPI Building Analyst and Envelope Professional starts by looking at the house as a system, the audit will pinpoint specific areas of deficiencies in the envelope of the home. These will include air tightness of the home, insulation levels and quality of installation, duct leakage to outdoors, HVAC equipment efficiencies, moisture issues, crawl space issue and health and safety issues. Only by including all aspects of the home can a good action plan be developed and implemented. We look for the lowest hanging fruit, what will give us the biggest return on the money invested in the measure.

We can perform the initial audit as well as the recommended work and complete the rebate process for your rebates. The program is **open to all Delaware residences**, regardless of electricity supplier or how you heat your home. The recommended efficiency upgrades are common to all home types and is fuel neutral. Rebates are offered on a first come, first served basis and are subject to available funds.

Having the audit and upgrades done now assures your rebates and you will begin to realize a more comfortable, healthy home and lower energy bills. You can start the process by calling us to schedule your home assessment or visit energizedelaware.org for more information on rebate qualifying energy upgrades.



helping hands

It's a privilege to support our community... and sometimes a cause comes to our attention that hits especially close to home ...

Help Lisa Crush Cancer

In February, Lisa's sister, Jill, surprised us with this amazing thank you & news that Lisa is 11 months cancer-free! **Best. Facebook. Post. EVER!**

- Delaware Diamonds Softball
- Special Olympics of Delaware
- Willards Little League
- Worcester County Humane Society



