

## SERVICE CALL

### A Picture is Worth a Thousand Words...

Here are some examples of the conditions we've encountered that result from poor preventive maintenance or no PM at all.



**This dirty ductwork was found during a walkthrough at a new customer's facility.** The previous contractor was supposed to have inspected filters and ductwork for cleanliness. It is not uncommon for us to come across such conditions. Make sure your PM is done, and done properly.



**A dirty condenser cannot exchange heat properly.** This will cause systems to run hot, significantly shortening the life of the equipment and raising energy costs. Simple follow-through maintenance can have a real impact on many fronts.

## DOLLARS & SENSE of PREVENTATIVE MAINTENANCE:

**Do you have a good HVAC preventative maintenance program in place?** If not, why not? We've heard all the reasons: you don't have time, it's inconvenient, or (most commonly) you're cutting costs. Because HVAC equipment is out of sight and out of mind, it is easy to overlook or ignore its upkeep. But don't fool yourself. Neglecting your HVAC system will cost you dearly in the long run.

**The consequences of poor or non-existent preventive maintenance are clear. Here are some startling facts to consider:**

- ▶ According to the Dept. of Energy, HVAC accounts for 66% of all primary energy consumed in commercial buildings in the U.S.
- ▶ Facilities practicing proper HVAC preventive maintenance use up to 30% less energy than those where systems are allowed to deteriorate (DOE).
- ▶ The U.S. Energy Information Administration projects that the average cost of electricity and natural gas will increase approximately 5% within the next year.
- ▶ A good preventive maintenance program can yield as much as a 500% return on investment according to a study by Jones Lang LaSalle.
- ▶ On average, corrective repairs end up costing two to four times more than total preventive maintenance costs.
- ▶ The DOE estimates that dirty coils can increase an air compressor's energy consumption by 30%.
- ▶ Improperly maintained HVAC systems cause 20-30% of the office population to suffer from symptoms ranging from allergy-type irritations to serious medical conditions (World Health Organization).

Obviously, eliminating or allowing preventive maintenance to fall by the wayside is a "penny wise, pound foolish" approach. In fact, there is a fast-growing industry aimed at capitalizing on HVAC neglect. Business is booming for companies that provide spot coolers, temporary chillers, and portable cooling towers at exorbitant prices when equipment has failed. And needless to say, suppliers and contractors can profit from neglect as well, the most unscrupulous of whom will purposefully allow systems to fail in hopes of profiting from equipment replacement.

## DOLLARS & SENSE of PREVENTATIVE MAINTENANCE:

*continued from pg. 1*

**Equipment failure due to neglect can lead to downtime, and the consequences are costly, ranging from subtle to downright staggering.** Major repairs or replacement can be expensive, but what will it cost you if your operation is interrupted for a day – or a week? Suppose necessary parts are 3 weeks away, a common occurrence nowadays when it's difficult to find parts that are stocked and available? And what about the cost in damage to your reputation if your customers are impacted?

Every HVAC company out there offers preventive maintenance, but it is important to differentiate between the bad and the good. Many companies base PM on desultory checklists and visual inspections, whereas contractors offering superior programs, like MSC, perform full, advanced diagnostic testing and possess the appropriate expertise and analytical equipment to ensure that your HVAC system will run as safely, efficiently and reliably as possible. It is also a good idea to check that sufficient time was spent on your equipment, and to personally check your equipment to make sure that the tasks specified in your contract have actually been completed. It is not uncommon to find shoddy work, wrong replacement parts (belts, filters, etc.), low quality materials, and items that were checked off but were not performed.

### Why MSC?

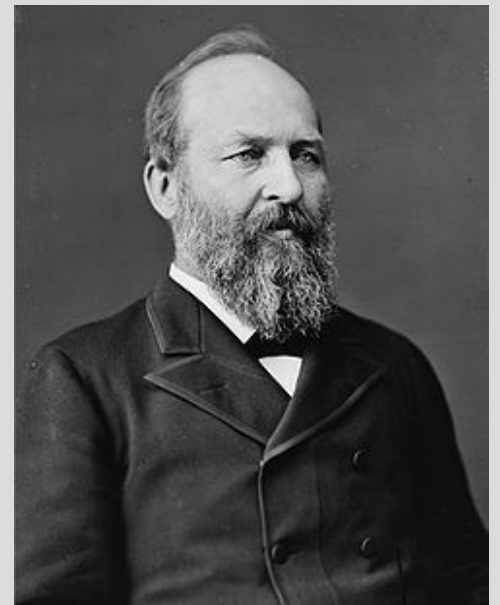
MSC has over 30 years of extensive experience working with all forms of HVAC systems. We invest in state-of-the-art diagnostic tools and our technicians are continually educated and regularly updated in new technologies. We are MSCA Star-qualified, NEBB-certified, and 100% of our technicians are UA Star-certified. Our 95% preventive maintenance customer retention rate attests to the excellence of our PM program. As a member of the NJ Clean Energy Program, MSC can qualify and facilitate government rebates on energy efficient replacements.

With a proper HVAC preventive maintenance program in place, operating time, productivity and equipment life is increased, occupant health and safety is improved, and energy consumption and repair and replacement expenses are greatly reduced. If you don't have an effective PM program in place or if you have any questions regarding preventive maintenance, call MSC today at 973-884-5000.

## THE REST IS HISTORY

### Early A/C In The White House...

One of the earliest and most interesting attempts at indoor cooling took place in the White House during the summer of 1881, as President James Garfield laid suffering from the assassin's bullet that would later claim his life.



**To relieve his discomfort from the oppressive heat and humidity, doctors had blocks of ice placed in his room.** This, of course, proved ineffective, and U.S. Navy engineers were called in to build a rudimentary air conditioning unit. The device they came up with was a massive cast iron box containing towels that were sprayed from above with a solution of ice water and salt. Fans circulated air through the towels and into Garfield's room, to great success: room temperature was lowered 20 degrees to a steady and comfortable 75 degrees. The system didn't prove to be very practical, however. In the two months the contraption was in operation it consumed a half million pounds of ice.