

Our Customer

Engar Family Residence

Background

In 2005, Arbor Oil replaced the Engar family's heating system that had reached the end of its useful life. They enjoy uniform heating, reduced energy costs, and no worries about service problems or running out of oil.

In 2007, the Engar's hired Arbor Oil for a more complex upgrade to an outdated heating and cooling system for a mid-1940s home into which they planned to move after a total renovation. This 2500 sq-foot former weekend residence used one-third more oil and electricity than their current 3000 sq-foot home.

The goal was to replicate the results of the 2005 project.

The Challenges

- In order to keep the old system running during the renovation, technicians fabricated a burner drive wheel and belt since replacement parts were no longer available.
- The house was cluttered with valuable contents awaiting an estate sale. Technicians worked around these assets while removing an unwieldy 120-gallon water heater located in tight closet quarters along with the existing furnace, problematic heat exchanger, and A/C system.
- Old system challenges triggered clever design ideas by Bruce Owen, field operations manager and Jay Parent, senior technician such as ducting heated air into the garage workshop and rerouting ductwork around a basement woodshop table saw to avoid introducing dust particulate and wood shavings into the new system.



The Solution

"Their proposal clearly previewed the work I expected" stated Stuart Engar. "I felt good about the way they explained design rationale, system components, and expected results." Pat Salzarulo, Arbor Oil operations manager stated, "We proposed a solution that would provide a significant ROI and a greatly improved comfort level. The old system's CFM, BTU output and footprint were keys to sizing the equipment without replacing the ductwork system, which would have been cost prohibitive."

Arbor Oil installed a Weil McLain boiler and indirect hot water system, 4-ton First Co. Hydro Air System, Ruud 4-ton condensing unit, two correctly zoned thermostats with zone dampers, NCM300 control panel, and ductwork modifications with sheet metal fabrication provided by our partner, East Coast Mechanical.

Results

The new system was up and running on time for an estate sale in comfortable surroundings throughout the house. Electric heaters are no longer required. This investment will save more than 30% in annual energy costs.

"It's not often that people rave about their oil company at the dinner table"

"Arbor Oil does the best job possible for their customer. It's a pleasure to have grown this relationship. They made us happy by solving 2 consecutive major problems."

Stuart Engar