

Constant Comfort

A Tradition of Service Since 1912

news



FALL 2001

Heating Your Home During Severe Weather

Last winter, while it averaged almost 10% colder than normal, was one where we did not have any periods of intense cold (when the average temperature was 15° or less). This compares to the previous winter, when we had nine days that averaged less than 15° (four of them averaged 10° or less). These occasional periods of intense cold often will cause problems with many heating systems. Here are some tips to cope with these very cold days.

- 1) Do **NOT** set your thermostat back when the temperature is expected to be lower than 15°. There are two reasons:
 - a) Most heating systems will take hours to recover to a comfortable temperature when the entire house (including furniture and all objects) has been cooled down and the outside temperature is very cold.
 - b) Thermostats are almost always on inside walls, while the piping used on hot water heating systems is on outside walls and may freeze before the thermostat turns on the heating. (Gaps in insulation will make this worse.) The problems common with frozen pipes are often very expensive to fix.
- 2) If there is a room(s) in your home that doesn't heat properly in intense cold, the

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New Truck Arrives at NSF/MBO

We've added to our fleet of delivery trucks (which average over 10 years) with a new one to help ensure our reliability to deliver your comfort when it's freezing cold outside and snow is on the ground. This truck, which weighs 60,000 pounds when full, is equipped to be safe, efficient, maneuverable and driver friendly, so we can continue our tradition of great service in all conditions.

problem is often lack of baseboard (or radiators), often coupled with leaky windows. The baseboard (radiators) heat up the cold air near the floor and it flows into the room. Anything that reduces this air flow (significantly) will cool the room. This may only be noticed on the coldest days. If the windows are open (including storm windows) or leaky, this will also be a problem. 3M makes an inside taped storm window (available at hardware stores) that will help this problem. Take measurements of your windows before you go to the hardware store. If you have warm air heat make sure that the dampers in the room are wide open.

- 3) Customers with outside oil tanks that are not using #1 (kerosene) can also have problems. We have tried to minimize these problems with additives and special piping. If you have this problem, we will cure it on an individual basis. We do not recommend the use of #2 fuel oil in mobile home systems, as the higher sulfur content of #2 versus #1 will tend to clog the heat exchangers.
- 4) If we have a heavy snowfall, please do not pile snow on the oil fill pipe. If we get freeze and thaw cycles, it can be very hard to remove.

Happy Heating with NSF/MBO



Keeping Cool in the South End

A couple of years ago, we got a call from a doctor who had rehabbed an apartment in the South End of Boston and wanted to stay cool. There was no room for ductwork in the apartment and window units also wouldn't work. Our design was a ductless split system with three quiet units servicing the three major rooms. To do one room we had to drill through a 15-inch wall that contained brick, concrete, steel and wood.

The system cured the doctor's ills and kept him cool and comfortable for his patients.

Zen and the Care and Feeding of Good Heating Technicians

We do not know much about Zen, but over the years, we have learned a lot about the other subject. We try to do our part by not only paying a competitive wage but also doing those things that make our men more knowledgeable and helpful. We send our technicians (heating, not just oil) to classes and shows so that they understand not only the how, but the why of the heating and cooling equipment that we service. We encourage them by helping in their receiving manuals for the equipment that they often keep in their vans.

The vans themselves are the heaviest duty that we can buy and are loaded with the common parts that you may need, as well as proper tools. Our technicians can talk directly to each other for technical help and have a history of your equipment, which is noted on a service tag on your heating equipment. At the shop, we have more manuals, tools, and a service history of your equipment that may date back over twenty years.

When there is a choice between doing it fast or doing it right, the choice (except in emergency situations, when we will come back to do it right) is to do it right. At times, this has been very expensive to us. You can also do your part to help us continue to give you excellent service.

- 1) All emergency calls are checked before the technician comes out, so please don't tie up your phone for an hour after making an emergency call. (Call-waiting eliminates this problem.)
- 2) In order to keep your costs down, please reserve emergency calls to true emergencies—no heat in winter, major leaks of water or oil, fires, etc.
- 3) When the serviceman calls, try to answer his questions; it may save you the expense of a service call and time without heat.
- 4) If you press the reset button and the motor starts, but stops again in a minute or so, do NOT press it again. If this gets you going, call us to get it checked out during normal working hours because it probably will happen again.
- 5) Please remember that it is rarely our men's fault that you have a problem and that they are there to help you at what may be difficult hours for them. A little courtesy goes a long way to reward and encourage a good attitude.
- 6) Any messages that you may want to get to us will probably be handled better with a telephone call to the office during normal business hours or a note to us.
- 7) Should you have a problem that is not being cleared up properly, please bring it to the attention of the office so we can continue to improve our service.

Thank you for giving us the privilege of serving you.

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