

Newsletter Spring 2009

Your total solution provider...

"Sea to Sky" Division

Our Sea to Sky operations have been serving the area from Lion's Bay through Squamish, Whistler, Pemberton and Lillooet since 2004. Currently we operate this area from local offices in Squamish and Whistler where we have dedicated and highly qualified technicians and a customer service representative, all of whom are backed up by our Vancouver main office team. Besides new designs and installations, we provide 24/7, 365 on call dispatch service and offer regular planned maintenance service as well.

Some of our projects in the Sea to Sky region include:

- Quest University, Squamish – Custom is a strategic partner with Quest University. As Quest is in start-up phase of its development Custom is helping by providing complete facilities management. Our consultative approach is helping maintain costs while ensuring all commissioning and warranty issues are dealt with quickly and accurately.
- Beaver Flats, Whistler - retrofit of an improperly maintained geothermal heating and cooling system for an apartment complex
- King Solomon's Holdings, Whistler - new installation of a large freezer in their food production facility which supplies KSM's The Gone Bakery, Zogs Dogs, and Moguls Coffee

For any of your needs please contact our "Sea to Sky" office at 604-932-8816 or 1-800-641-6838

Custom Air 2009 Power Smart Excellence Award Finalist!

The 2009 Power Smart Excellence Award finalists are leaders in their industries, building a foundation of best practices in energy management.

NEW TECHNOLOGY OF THE YEAR recognizes the organizations that best used one or more technologies and have demonstrated electricity savings and/or other energy efficiency benefits, or have completed any demonstration project in any market sector.

Award Background:

Custom developed a method with Amec engineering to control fan speed through a simple humidity calculation. The result was energy savings of approximately 40% over what was previously estimated for the fans.

R22 Phase Out

The production cap for all HCFC was established in 1999. Starting in 2004, the limit was set at 65% of the 1999 production rate. The limit will continue to drop to 35% in 2010 and 10% in 2015, until all production of R-22 must end in 2020. No one can forecast the exact future price of R-22, however consider the rapid rise of the price of R-12 after it was no longer used in new products and its manufacture was discontinued. This is definitely, an indicator of the future trend for R-22.

Contact us at Custom to find out how the R22 phase out will affect you. We can find you a solution!

Breaking News!

In April the Federal Government raised the bench mark for rebates on heat pumps from 14.0 SEER to 14.5 SEER.

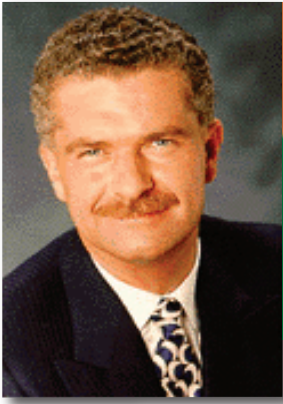
call us to learn more 604-945-7728

Custom Air Conditioning

1835 Broadway Street, Port Coquitlam BC V3C 4Z1

Tel: 604.945.7728 | Fax: 604.945.0467 | Toll Free: 1.800.641.6838

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Ralph Kison
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*Proud to be a
industry leader in...*

Training: The need to keep ahead!

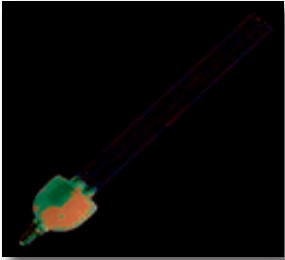
We believe the way to achieve our goal as being the overwhelming service provider of choice is to have the best trained people in the industry and then outfit them with the best test equipment and tools. A demonstration of that is our yearly requirement that all staff members take upgrade seminars and courses. Everyone at Custom recently completed an in-house customer service seminar which focused on the need to exceed expectations.

Facilitated by Ralph Kison from Kison and Associates the seminar illustrates the need to keep Custom always in the learning mode. In fact training is the top expense in our year end overhead analysis.

The industry we are in is in constant flux whether we are dealing with refrigerant phase out, energy conservation or automation and our goal is stay at the top.

The second and more important part of our training philosophy is the mentoring program we have for your young technicians. We measure the success of this approach in the grades our apprentices. Each of apprentices has completed the program at the very top of there class.....every time!

Ultraviolet light saves changing filters



Now there is a way to help prevent the build-up of dangerous mold, mildew, bacteria, and viruses, from inside of your air handling system that can cause...

- Bad odors
- Spread of dangerous mold and bacteria
- Biological contamination
- Air conditioner blockage and damage

The moist environment inside of your air handling system can be the perfect breeding ground for many dangerous molds and micro-organisms. With Ultraviolet Light, you can experience consistently clean air at all times. Installed in your air handling system, the Ultraviolet Light rays destroy micro-organisms that collect inside to help maintain a germ-free environment.

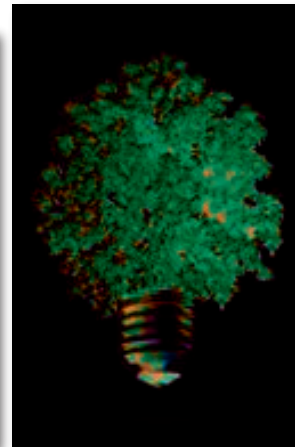
Contact us to find out if Ultraviolet Light can become a Custom solution for your current HVAC system.

Custom Air Energy Savings Ideas!

1. **Heat Pumps** - Depending on the style of heat pump (Geo-thermal , Air to Air , or Air to Water) efficiency gains could be as high as 5-1 over gas furnances.

2. **Economizers** - Air conditioning systems can consume a lot of electricity, you can save energy by using an economizer. Economizer systems take advantage of favourable weather conditions to reduce mechanical cooling by introducing cool outdoor air into a building. The term "free cooling" is used in the HVAC industry to describe savings achieved from a properly working economizer.

3. **Heat Recovery Ventilation (HRV)** - During the heating season, an HRV recovers heat from the outgoing, stale building air and uses it to preheat incoming, fresh outdoor air. The HRV then distributes the incoming air throughout the building. During the air-conditioning season, the HRV reverses this heat-exchange process, removing some of the heat from the incoming air and transferring it to the outgoing air thus saving energy cost.



Friends of Custom Air!

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