

Newsletter Spring 2010

Your total solution provider...



CASE STUDY: REMODEL OF LE CHAMOIS PENTHOUSE "A CANADIAN FIRST"



The problem:

Peak Ventures, working with Whistler Interior Design undertake a remodel of a penthouse unit in the prestigious Le Chamois building on Blackcomb Mountain. There is limited space within the ceiling for Heating, Ventilation, and Air Conditioning (HVAC) equipment due to structural elements of the building. Custom Air Conditioning is asked to present options to allow the finished height of the ceiling to be raised as much as possible while providing an effective and efficient HVAC solution.

Click [here](#) to read more about the approach Custom took to create the first ever solution of its kind in Canada.

NEW LAUNCH: REFERRAL INCENTIVE PROGRAM

Custom Air does very little traditional advertising and as a result 95% of all customer instigated contact is from referrals. We are pleased to announce our new Referral Incentive Program to reward your loyalty and support of our business. We're asking you, our satisfied customer, to recommend Custom Air to anyone looking for any of the services we provide, in return we are offering rewards in the form of gift cards or weekends away.



For more information please visit our web site by clicking [here](#).

KILN INDUSTRY ON THE RISE: PORCUPINE & MARY'S RIVER

Custom Dry Kiln recently supplied and installed a high efficiency dehumidification dry kiln to Porcupine Wood Products in Salmo B.C. And will be shipping in late April our 3rd high efficiency dehumidification kiln to Mary's River Lumber in Montesano Washington.

For more information about Custom Dry Kiln please click [here](#).

NOW IN EFFECT: GAS FURNACE REGULATIONS

Learn more about new regulations recently in effect as of December 31, 2009. To read more about this please visit the following webpage by clicking [here](#).

POWER SMART PRODUCT INCENTIVE PROGRAM ALL ELIGIBLE PRODUCTS



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

Boilers
Chillers
Refrigeration equipment
Heat pumps
Heating
Facility service
Pumps
Exhaust fans
Make-up air units
Sheet metal
Electrical/control Solutions
Air conditioning
Dehumidification systems
Cooling towers
Backflow Preventers
Sump pumps
Ice plants
Ventilation
Motorized dampers
Computer controls(DDC)
Air Balancing
Air dryers
Plumbing
Direct fired burners
UPS systems
Data server room systems
Residential systems
Solar Energy thermal
Geo-thermal systems



EFFECTIVE November 30, 2009

The Product Incentive Program provides financial incentives to organizations who replace inefficient products with energy-efficient technologies or add on products to existing systems to make them more efficient. Not all products are eligible. Please consult the BC Hydro web site at bchydro.com/incentives for all program policies, eligible products and performance criteria before purchasing products.

For more information, call 1 866 522 4713. For the website click [here](#).

LIVSMART BC REBATE UPDATE INFORMATION

B.C.'s 2010 budget includes \$35 million in new funding over three years for the LiveSmart BC: Efficiency Incentive Program. The Ministry of Energy, Mines and Petroleum Resources is currently working with its utility partners to finalize the structure of the new program.

For more information about Rebates and Incentives click [here](#).



TRAINING: ALWAYS ONGOING AT CUSTOM

As part of our corporate policy to have a ongoing video training, we carry our monthly lunch seminars from our video collection through Crestcom Training.

Click [here](#) for more information.

This Month: The Listening Advantage featuring Dr. Terry Paulson
Three keys of listening leadership • Listen "louder" in the workplace • The skills of listening

GO CANADA GO!

In honor of Olympics and to show support for Canadian athletes, Custom held various events during the weeks of the games. Some employees were lucky enough to attend certain events, some were able to "run into" the torch, and others worked as volunteers for the games and events. We were all lucky to witness a truly amazing turn out by Canadian athletes. While being part of a once and a life time event here on home soil.

Thank you to all that were so patient during these events!

