

SUCCESS  
ON THE  
JOB

CUSTOM MADE COILS

HEATCRAFT COMMERCIAL PRODUCTS



Technicians lower one of 16 custom made-to-fit replacement coils constructed by Heatcraft for Boston's World Trade Center. The coils had to be scheduled for delivery on Friday so that installation could be done when the convention center was empty.

## HEATCRAFT HELPS BOSTON GET COMFORT WITHOUT INCONVENIENCE

### THE PROBLEM

Two major sites in Boston — the World Trade Center's fully booked main hall and a 40-story high rise occupying over 1000 employees — needed major retrofits of their cooling systems. How do you carry out such huge repair jobs without playing havoc with the convention hall's schedule or disrupting busy workers?

### THE SOLUTION

Call Heatcraft Commercial Products in Grenada, Mississippi, where "custom-made guaranteed-to-fit" coils are manufactured exactly to specification and delivered on time, every time. Richard Maloney of Air Control Products called Heatcraft and their guarantee resulted in profits when he handled the accounts of two well known properties in Boston.

#### *The World Trade Center*

Boston's World Trade Center's main hall is booked year round for conventions, trade shows and special events. Needless to say, maintaining comfortable inside temperatures is a priority for the facility's management company, Balco Technical & Energy (BTE).

When Boston's summer temperatures soared into the nineties, the temperatures inside the World Trade Center were soaring out of comfort range. The original bare

**HEATCRAFT**<sup>®</sup>



Boston's World Trade Center visitors can do business in greater comfort thanks to replacement coils from Heatcraft.

tube coils installed in the units were bent and leaking. (The bare tube coils were built without fins or casings.) The cooling system needed a total of 16 replacement coils. This time, BTE wanted the coil to include a casing for each coil's 30"x 70" face area to provide support, increase the rigidity, and increase the life cycle of the coils.

First, BTE called the units' original equipment manufacturer. But they couldn't build the replacement coils to the new specifications.

Next, BTE called Heatcraft representative Richard Maloney of Air Control Products. After an inspection, Maloney called on Heatcraft to manufacture the coils. He recommended the coils' casing be constructed with stainless steel to support the coil and resist corrosion.

The World Trade Center is almost constantly booked, so the window of opportunity to install the coils was very small. Maloney and Heatcraft scheduled the delivery of the first four coils and casings. Installation was set for the following day when the convention hall happened to be vacant. The coils fit perfectly, performed up to BTE's expectations and Maloney was given the go ahead to immediately order the remaining 12 replacement coils.

## THE RESULT

Heatcraft's dedication to delivering the right coils at the right time brought comfort without inconvenience to the World Trade Center's visitors and One Beacon Street's tenants.

**HEATCRAFT**

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## One Beacon Street

One Beacon Street's cooling system's coils needed replacing. The management company also worried that the piping connected to the original coils would need to be reworked before the replacement coils would fit into the system — a common and sometimes time consuming occurrence. The challenge was to retrofit the entire job after working hours and to minimize the inconvenience to over 1,000 tenants in the building.

To reduce the time needed to do the job, the management company, R.M. Bradley, thought it best to tackle the replacement in stages. After contacting Richard Maloney, they put in their first order for coils. "The first eight coils were delivered in time and went very smoothly," says Ken Grant of the R.M. Bradley

company. "They were a true made-to-fit replacement, eliminating the need for the installing contractor to modify either piping or sheet metal. Our experience with

Heatcraft was so positive we decided to speed up the entire replacement job — over 40 coils."

The job was originally scheduled to occur over a period of two years but was actually completed in just 12 months. The remaining coils were delivered on time and installed with no complaints from either the management company or One Beacon Street's tenants. Now One Beacon Street is one cool place.



One Beacon Street in downtown Boston has cooler tenants.

- CUSTOM DESIGNED COILS ARE OUR SPECIALTY
- TIMELY DELIVERY IS OUR PROMISE
- SATISFIED CUSTOMERS ARE THE RESULT