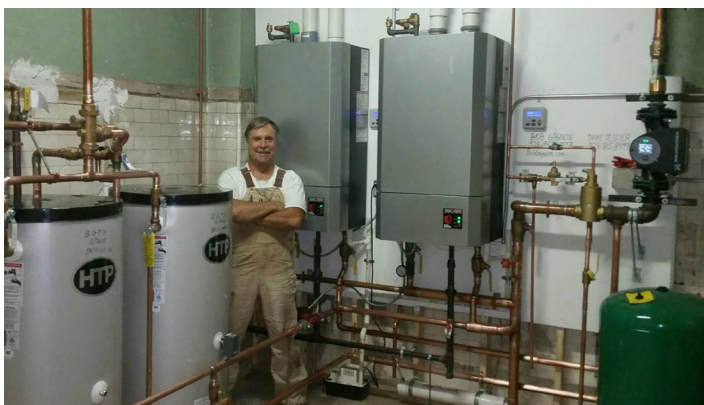




Artist condominiums in Boston's South End get warmth they can depend on.

CASE STUDY



CUSTOMER

Lisa Kessler

LOCATION

Boston, MA (South End)

INSTALLING CONTRACTOR

Bob Gagnon, Bob Gagnon Plumbing & Heating

PRODUCT INSTALLED

Utica SSC Modulating Boiler (2 units)



We're always excited to hear stories from installing contractors who frequently work with and install Utica Boilers. Bob Gagnon of Bob Gagnon Plumbing and Heating is no exception. Or rather, Bob might actually BE the exception. His genuine interest and knowledge of our products carries over to his customers, which helps him to build relationships while educating the layman on HVAC terminology and practices that are not commonplace.

Recently, Bob worked on a mixed-use commercial building in Boston, MA that featured eight living units on the third and fourth floors (or "artist condos" as they are referred to in the eclectic South End).



He mentioned the lack of quality installing contractors in the Boston area, and that it's harder to find a "good guy" in the "big city". He had previously done a big radiant job on a UB95M and the homeowner, Lisa Kessler, had a problem with the brain control. Bob had a Utica Boilers Field Support Representative fly in from Long Island to put the brain in, which "really impressed" the homeowner "that Utica takes such good care of their product." Bob said that the homeowner loved the install and loved his work so much that she requested that he provide the same level of install and service in her own home in Jamaica Plain, an area known for its community of college professionals, political activists and artists.



Inside one of the condominiums in Boston's South End.

To begin his work, Bob started by removing the seven-foot-long, "huge" Burnham boiler that had been the high-rise's source for heat and domestic hot water needs for the past 25 to 30 years. The Burnham boiler featured a smoke pipe of at least 16 inches in diameter (?) and the unit had started leaking; ultimately failing late summer of 2015. In its place, Bob installed an SSC200 and an SSC299 in the commercial building, citing that he has been installing our Utica Boilers line for decades. Bob even has an electrician that he insists wire his boilers, regardless of if they have their own. The electrician knows the "ups and downs" of the Utica line and both he and Bob were amazed when they purchased the multi boiler package with one sensor; they had been worried about the controls but they were all built inside the unit.



The boiler room and finished install on the third floor.

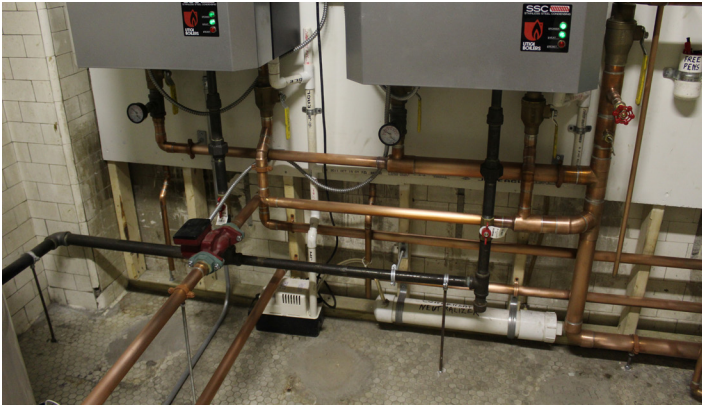
"It was so easy," stated Bob, compared to the Tekmar technology used years ago that proved to be significantly more complicated. Bob went on to say that he "always shied away from the big jobs because they were big, honking cast iron boilers" and he considers our line of condensing boilers to be "perfect for the small installer."

For the condo installation, Bob used around 25-30 feet of venting which he ran up separate for each flue. He has just one line running from the first boiler to the second, and he has no need to purchase controls because they were pre-installed. Bob was even able to take out the previous smoke pipe and use the existing-hole as a chase.

"It was a breeze," he said. "Amazing."



As a result of our highly efficient line of boilers, Bob is able to offer his homeowners a five-year guarantee with every install; a guarantee that is fulfilled entirely through Bob Gagnon Plumbing & Heating and not Utica Boilers. Bob says he's had such good luck with Utica Boilers that he has no reason not to offer this guarantee to his customers; improving his relationship with the consumer as well as our dependable brand.



Ever the jokester, Bob brought his own fan to his “photo-shoot.”

By personally standing behind our product and his own work for five years, Bob is providing quality customer service not only to his homeowner, but to Utica Boilers as well as he represents our brand out in the field. He has confidence enough in the product and his workmanship that he can make these decisions, and says he almost went with a lifetime warranty.

“I’m a big supporter of Utica,” he went on. “I appreciate the high quality and good service whenever I call and I’d rather pay more with the companies that are still good. You generally end up with a much better product or service.”

Bob notices a big difference in service between Utica Boilers and other brands, even going so far as to say that he’s not sure that our “higher prices” hurt our brand. He previously did a job where a homeowner preferred that Bob install a Utica Boiler over an “inexpensive model” of another brand. Utica, being nearly double the cost, didn’t faze the homeowner.

“Some people just want quality,” Bob quipped. Quality that only a Utica Boiler can provide, because with our brand, there are some things you can always depend on.

For more information, please visit www.utica boilers.com.

