

# Pipeline

Winter 2002

51 Years and  
Three Generations of  
Customer Satisfaction

## INDUSTRY NEWS

### New Technological Advances in Steel Boiler Installations



450 BHP  
Job-built boiler  
installed at Somerville  
Hospital in Somerville,  
Massachusetts.

What happens when you need a fire-tube heating/process boiler and you have only a standard 36" x 72" door to fit it into place?

**SOLUTION:** Rig it in pieces and build it in place!

Introducing the latest technological innovation from GTW: the Wilkinson Centurian™ Built-in-Place firetube Scotch Marine and Steel firebox boilers. These amazing boilers can be built in your boiler room without expensive rigging and building interruptions while providing you with high energy efficiency that can exceed 85%!

GTW has partnered with EASCO Boiler Co. of Bronx, New York to bring you these job-built boilers boasting unconditional 10 year warranties. They are built to tough A.S.M.E., U.L.

and National Board standards for quality and durability. Their sizes range from 20 BHP up to 1000 BHP three pass wetback design rated at five square feet per boiler horsepower.

Wetbase cast iron sectional field-erected boilers are limited to 208 BHP and are only compatible with heating applications, not processing or manufacturing operations.

With a Wilkinson Centurian™ field-erected steel boiler, higher horsepower can be reached. Paired with a Webster-packaged burner with the advanced combustion technology Autoflame™ system, it will provide the ultimate in safe, and most of all, reliable operation for many years and for any application at a VERY competitive price!

GTW has recently installed these units at facilities such as Somerville

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## FROM THE PRESIDENT

### To Our Valued Clients and Friends



Many positive activities and personnel changes have taken place here at Wilkinson since I last wrote you. Our new V.P. of Administration and Finance, William Holloway, joined us in May of 2001 and has been busy integrating our new Service and Accounting systems to aid us in providing you with the most rapid response to your service needs. Via handheld computer terminals, it also helps our technicians retrieve your account information stored on our database on site anytime. Once the system is fully operational, it will be the most state-of-the-art service operations system in the country. We appreciate your patience while we implement this impressive system.

We have introduced another innovative partnership by providing field-erected steel boilers on jobsites that have very limited access. This new service has been a real plus for customers with horsepower requirements that exceed the capabilities of wetbase cast iron sectional boilers.

We are now working even more with European combustion technologies to bring you world-class innovations in energy efficient and reduced air pollution equipment. Our field service technicians and installers are receiving orders for more challenging projects which, in turn, require more technical expertise. We are meeting these challenges head on with the high level of confidence and quality assurance that makes our field service and installation team the most capable anywhere. I am very proud of the quality work they perform for our customers.

Respectfully,

*Geoff C. Wilkinson*

Geoffrey C. Wilkinson, President

## trivia

### THIS ISSUE'S QUESTION

**Q. Who pioneered the use of "wetback" Scotch Marine firetube boilers and approximately what decade (within 10 years of actual date of use)?**

**E-mail your answer to [ppackard@gtwilkinson.com](mailto:ppackard@gtwilkinson.com). If you're correct we'll send you a GTW gift pack. Please include your address with your answer.**





Salem District Court installed three Weil/McLain 1888 boilers with Webster dual fuel burners with AutoFlame MKVI. The burners were installed in cooperation with Keyspan Energy's demand side energy program. The court received rebates from Keyspan for energy efficiency.

We have found over the years there are several ways to extend the life of your cast iron boiler in both hydronic and steam applications.

Hydronic systems require that a chemical inhibitor be injected into the entire system to neutralize the water. It will not only extend the life of the boiler, it will also help extend the lives of other components in the system, circulators, controls, and piping. Maintenance should be performed on the inhibitor semi-annually.

On the other hand, steam systems require more care and attention. The

## MAINTENANCE TIPS

# Extending the Life of Cast Iron Boilers

boiler feed system must be properly sized and maintained to ensure that as much condensate from the system returns to the boiler as possible.

The primary culprit for loss of condensate is steam traps. The steam traps need to be maintained and cleaned periodically. Steam trap failure leads to live steam getting into the return side of the system and back to the feed tank. This steam causes uneven heating and loss of condensate as it evaporates through the boiler feed tank's vent. This loss of condensate requires raw water to be introduced into the system. This water has more oxygen and requisite minerals in it than the condensate, which is a major cause of premature boiler failure.

Our experience has taught us that when one steam trap fails, all the traps must be replaced. Once live steam is introduced into the return side of the system, even the life of a new trap is shortened dramatically.

Blow down of the boiler and controls is a necessary and important procedure that must be performed to extend the life of your steam boiler, and to ensure proper operation. Sediment separates from water as it is boiled. This sediment must be drained from the boiler and controls periodically. We recommend the controls and bottom drains be blown down on the boiler on a weekly basis.

These items are all crucial in extending the life of your heating system. GTW will be happy to provide you with a maintenance proposal for your particular system. Please contact us for further information regarding the maintenance of your system.

## D.E.P. Updates

The D.E.P. recently promulgated new regulations regarding the installation of boilers. All new boilers installed with a BTU input of greater than 10,000,000 BTU and less than 40,000,000 BTU must adhere to the new criteria. Natural gas will be the primary fuel. Transportation diesel can be used as a backup fuel for a maximum of (90) days per year.

Below is an excerpt of the state's new regulations:

### [1.1] WHO IS SUBJECT TO ERP FOR BOILERS?

An owner or operator who installs a boiler with a heat input rating between 10 million and 40 million Btu per hour (approximately 70 to 280 gallons of distillate fuel oil or 10,000 to 40,000 standard cubic feet (scf) of natural gas per hour) after September 14, 2001 is subject to the requirements of the Environmental Results Program (ERP) for boilers (Boiler ERP). For example, if you install three 5 million Btu per hour boilers, you are not subject to ERP. If you install new boilers rated at 20 million and 5 million Btu per hour, only the 20 million Btu per hour boiler is subject to ERP.

Burner replacements are not covered under the ERP and the DEP stated you should contact your local area permitting chief. The installation of new burners must not exceed the input of the existing.

For further information please visit the D.E.P. website at <http://www.state.ma.us/dep>.

## COMPANY NEWS

# Wilkinson and New Bedford Schools Aid 9/11 Families

September 11, 2001 was a day that was scorched into our memories for generations to come. As a day of historic tragedy for America, GTW associates felt we needed to act on behalf of the victims. We partnered with the New Bedford Public Schools (a customer of ours) to provide \$5000 in matching funds for students to purchase and silkscreen patriotic t-shirts and buttons. Students sold these items to other schools and raised an additional \$5000. These funds were then donated to the Cantor-Fitzgerald family fund.

Our donation may be small, but we are gratified to assist people in need. Our annual contributions to charities—including those to our main beneficiary, the Massachusetts Maritime Academy Foundation—totaled more than \$35,000 in 2001.

As proud Americans, GTW associates support our corporate culture of

caring for our own and for others. And we appreciate your continued support as we look forward to 2002 with renewed enthusiasm to meet the challenges that life brings us every day.



Hon. Frederick Kalisz, Mayor of New Bedford, speaking at the partnership ceremony at Westside Junior-Senior High School.



## SALES AND SERVICE

### Don't Get into Hot Water—Select the Right Equipment for the Job

When GTW sales and service associates select equipment for your installation, we do so under the premise that we are selecting the best fit for the job, not what's best for us, or to promote particular manufacturers. This is an important philosophy that we rigorously adhere to. Some installers provide equipment for a project that might not be the specific fit for your requirements because they are not experienced to make the correct selection. Other installers have sales quotas to meet established by manufacturers who are not really interested in your application needs.

We have no such quotas and we only recommend and install the specific equipment that will provide long-term durability and reliability based on our knowledge of what's available.

For example, take a look at domestic hot water heating equipment. There is a world of difference in the types of equipment used when you are heating domestic hot water to 120°F versus 180°F. Push 120°F equipment to 180°F and you will soon know that you made the wrong selection. Premature failure and high service costs will occur within a very short time frame.

Water quality should also be an important consideration as hard water (water with a PH scale of 6 or lower) will cause premature failure of your components unless the equipment is designed to handle these low PH levels.

Indirect-fired equipment versus direct-fired equipment to generate domestic hot water is VERY important in designing your system.

All equipment is certified to heat domestic hot water and if selected and installed properly to match its use will give years of reliable service for either high-efficiency or standard-efficiency equipment. If not selected properly to match its use, the customer will inevitably have a bad experience and the manufacturer will earn a negative reputation—an undeserved reputation, as it was a poor selection by the installer that initiated the problems for the customer.

We have identified which domestic hot water systems work and don't work for every application. This knowledge is based on many years of experience and installation. We have the expertise to know what lasts long term and it's not always high-efficiency domestic water heating systems that other installers may be recommending. You may save money on energy consumption, but the costs of repairs, maintenance, and most of all, down time, can far outweigh those energy savings. We know the difference and can recommend the truly cost-effective solution for your needs.

If you require more information on equipment selection don't hesitate to call us anytime, day or night. We are available 24 hours a day, everyday of the year. We can assist you BEFORE you order your equipment.

## TECHNOLOGY UPDATE

### System Installation on Track

Wilkinson is currently into the tenth month of coordinating field service with our new service management system. It has been integrated and is functioning properly as we continue to perfect the overall operation. It appears certain that the system will be completed well within the eighteen-month period we initially established.

We have seen a great overall benefit in customer service with the new system. The work orders are now neat, accurate, and most important, legible. We are able to dispatch calls more swiftly from the office thanks to the wireless features of the system. And information is returning to the office faster so we are able to serve customers in a more timely manner. These examples are only two of the many features of the new system.

The installation has not been without its share of bugs, however. There have been some minor glitches



along the way, but we are pleased to report these have been worked out without any interruption in service operations.

The system will be updated this summer to the latest version to better serve customers and will provide our service technicians with more user-friendly wireless devices.

We are dedicated to our continuing pursuit of the latest technology not only in the field, but also in the office to stay ahead of the curve in pursuit of improving customer service.

### Other Wilkinson News

- On August 17th, the Wilkinson Companies held their 12th Annual Classic golf tournament. We raised over \$12,000 for Massachusetts Maritime Academy's Scholarship Fund.
- Welcome to all the new additions to our team (now 44 people strong!): Bill Holloway, V.P. Administration and Finance; Courtney Wilkinson, Customer Service; Roy Correia, Parts Department; Mark Wilson, Rack Truck; and Judith Whitehouse, Accounting.
- Congratulations to Paula Packard, Executive Secretary (to Geoff Wilkinson and Al Bishop) on her wedding coming up March 16, 2002. Best of luck!
- GTW is now entering 51 years of service. The hard work and constant training of our field associates has paid off with many loyal customers. Thank you to you all for making GTW the success we have become.
- NEW BABIES in 2001! Congratulations to Anthony and Michelle Marcello on the birth of their daughter, Isabella Rose, on May 11, and to Mike and Kim Palker on the birth of their son, Joel Michael, on April 24. Best of luck to our new families!

## Customer Feedback

### Christ Church Parish

143 Court Street  
Weymouth, MA 02189-0003  
Phone: (508) 746-4955  
Fax: (508) 746-1694



The Episcopal Church serving Weymouth and surrounding communities

November 19, 2001

George T. Wilkinson, Inc.  
P.O. Box 890147  
East Weymouth, MA 02189-0003  
Attn: Mr. Geoffrey C. Wilkinson

Dear Geoff,

Enclosed is our signed service contract for the three older boilers in the church and the Rectory for December, 2001 through November, 2002. It is a great deal of money, but I am sure that it will be well worth every cent.

I wanted to let you know, Geoff, how pleased we are that we chose your company for the installation of our big, new boiler. Yours was the highest of the three bids that we received and we are already sure that we made the correct decision for the Parish. The product you sold us is superior and the workmanship of your installers was outstanding. Your personal attention to what seemed to be every detail gave us a level of comfort that surprised and pleased every one of us. Thank you!

We have just hired a new priest, Rev. Margaret Ewing Lloyd. She is thrilled to know that you and we have taken care of this project.

Finally, I must THANK YOU for the tip about filing an insurance claim on the old boiler. As you may know, Hartford paid for the whole job (minus the deductible), not just the boiler. We are overwhelmed and most appreciative. Thanks, again.

Happy Thanksgiving, Geoff, to you and your family.

In His Service,

Robert Bradley, Treasurer

## did you know?

GTW, Inc. has spent over \$700,000 on associate training and new equipment during the past 5 years? This training has allowed our valuable technicians the opportunity to be known as the best in the industry. Our advancements in combustion knowledge have helped in saving our customers thousands of dollars in energy costs while achieving emissions compliance.

We are proud of our installers and field service associates dedicated to serving our quality customers.

### Technological Advances in Boilers

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Hospital (one 450 BHP), Ayer High School (two 200 HP), and Worcester Public Schools (one 250 HP).

Each installation required large horsepower boilers but had difficult access to boiler rooms. The specifying engineers mandated that high boiler efficiency with low NOX emissions be a pre-requisite for approval. Wilkinson Centurian™ field-erected steel boilers met or exceeded all expectations for these mandates.

If you have an application that requires Wilkinson Centurian™ quality job built boilers with an impeccable reputation for long-term reliability, with a 10-year unconditional warranty on the boiler shell, please contact Al Bishop, V.P. of Sales, or Geoff Wilkinson, President.

### EDITOR: PAULA PACKARD

If you have story ideas for *Pipeline*, please contact the editor at 781-335-2622, or email your ideas and comments to [ppackard@gtwilkinson.com](mailto:ppackard@gtwilkinson.com).



*Specialists in Advanced Combustion Technology for the 21st Century*

Post Office Box 890147  
East Weymouth, MA 02189

e-mail: [boiler@gtwilkinson.com](mailto:boiler@gtwilkinson.com)  
web: [www.gtwilkinson.com](http://www.gtwilkinson.com)