

WAREPowerful solutions...
Extraordinary results.

The GRIME

February and March 2012
Newsletter

Family business becomes industry leader by serving their customers



One of Ware's First Rental Boilers

Sixty years ago, in 1952, Ivan Ware founded his heating and air conditioning repair and service company. He ran the business out of his home in Louisville. The family station wagon was his service vehicle and his business was mostly residential. Sixty years later, the Ware family still runs the company. The third generation is now at the helm and it has grown to be one of the largest contractor of its kind in the region with over 80 employees.

"Our employees have always been the backbone of our business," said Ritchie Ware, vice president and chairman. "Our employees truly have serving our customers in their heart." The average Ware employee has been with the company for 12 years.

"Our belief has always been you can never go wrong by doing the right thing," said Ware, who shares the leadership of the company with his brother-in-law Brent Falcone, vice president of operations and Ware's younger brother Daniel Ware, operations manager. "The three of us really work well together – I am the sales and marketing guy, Brent really does the strategic thinking and Daniel oversees getting it done."

Today, Ware offers boiler and chiller rentals, as well as industry leading service, including boiler and chiller installation, repair and maintenance. Ware also sells top of the line new and remanufactured boilers and boiler equipment from the top boiler manufacturers in the industry.

Throughout the 1960s and 1970s, the company built its reputation on outstanding service and repair and began to focus more on boilers instead of air conditioners and dropped the residential side of the business to focus on commercial and industrial.

Then, in 1971, Ware transformed its business, when current President Richard Ware had the idea to offer boilers for rent. This new service gave companies an immediate, temporary option in the case of a boiler outage. Boiler rentals also allowed companies who needed to operate their boilers on an irregular basis, because of the nature of their business, the opportunity to use a smaller or more cost effective boiler.

"Our dad and our Aunt Kit really took this company to the next level," said Ware. "We stand on the shoulders of some great people who established a strong foundation and turned this into a great business."

They started with a handful of rental boilers in the 1970s. Now, Ware has well over 100 boilers in their rental fleet and the rental business accounts for about half of their revenue. What started out as a few small boilers on trailers has now grown to a variety of sizes and pressures from 10 Hp to 150,000 lb/hr; from mobile trailer units to skid units including super heated rentals. Ware as well has over 30 new boilers ranging from 50 Hp to 800 Hp in stock for purchase.

Ware also began in the 1980s, to build its parts inventory. Today, Ware carries over 10,000 parts in stock. "It's the job of the parts division to be prepared to handle almost any requirement a customer may have, and in emergency situations, to get a plant back on line as fast as possible," said Ware.

Through the years, as customers became more aware of conser-

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vation issues and fuel efficiency, Ware began to invest in technology and become experts in the newest burner controls that were able to save companies significant amount of money.

Ware has many products to lower energy costs and with a team of experts in steam, hot water and combustion control systems, they can help customers find products that will lower costs and conserve energy.

In 2005, Ware introduced their "Super High Efficiency Mobile Boiler" solutions. The system combines state-of-the-art control technology for optimum combustion control and an economizer. The AutoFlame Combustion Control System and a state-of-the-art burner are the heart and soul of the new technology.

Studies show that AutoFlame has demonstrated an ability to typically save customers six to 18 percent on fuel consumption each year. The equipment can be fitted to burners of any design and has the flexibility to provide a solution to virtually any combustion problem.

The Valve Shop

In 2003, Ware expanded with the purchase of The Valve Shop, a comprehensive valve service, assembly and repair facility. The Valve Shop offers testing, diagnosis, maintenance and repair services for all makes and models of valves.

Ware is an authorized assembler for several major manufacturers. With a mobile valve shop that is available 24 hours a day, seven

days a week all year, services include complete valve overhaul and in-line relief valve testing.

"During the past three years, we have experienced rapid growth in our valve repair business," said Bill Fogarty, valve division manager. "Our traditional valve repair business has grown despite challenging economic times. We have also developed several new and unique services to satisfy our customers' needs."



Today's Rental Boilers

One of these unique services is the Steam Study service which has proven to be a strategic advantage to Ware's customers in reducing energy costs and increasing productivity. "We have always tried to be innovators in our industry," said Ware. "We have developed turnkey business that provides real solutions for our customers. New products and new technology have helped

our customers take it to the next level and save tons of money."

Today, The Valve Shop is a growing portion of Ware's portfolio. With locations in Louisville and Chattanooga, TN, it currently represents less than 10% of the company's revenue but it has the potential to grow. "We are focused on the growth in The Valve Shop and we are excited about the future," said Ware.

Ware Boiler University

Ware has always been committed to proper training which led to the establishment of Ware Boiler University in 1991. The training offers hands-on classes designed to provide in-depth training on all aspects of boiler installation, maintenance and repair.

"We had always offered informal training for our customers," said Gerald Blain, director of sales. "Customers would request training and we would send the right person with the requested expertise. The formation of Ware Boiler University gave us the opportunity to offer a formal training package with classroom and hands on training."

Ware's Boiler University is unique in that the classes are taught by highly seasoned veterans who bring a combined total of over 120 years of experience in the boiler industry.

"Many other boiler training programs hire professional educators, not people who have the hands-on experience of dealing with boilers day in and day out," said Blain. "The instructors at Ware Boiler University have repaired and worked on boilers and have experienced problems first hand and can offer their expertise to the program participants."

People have come from all over the United States and the world to attend Ware Boiler University including 49 states, Jamaica, Canada, England and Mexico.

Expansion continues

In 2009, Ware completed construction of a new maintenance facility. The 9,200 square foot building has an expansion for an indoor start-up bay with a hood, drains in each bay and steam, water and gas connections. The new improvements also feature more

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Equipment List

All equipment listed is for sale or lease and is subject to availability

Unit	HP/PPH	Year	Manufacturer	Fuel	Type	Pressure	Controls
767	75,000	2011	Victory Energy	G/#2	Steam/SH	750/750	IRI
747	75,000	2000	B&W (Low NOx)	G/#2	Steam/SH	750/750	IRI
750	70,000	1996	Nebraska (Low NOx)	G/#2	Steam/SH	750/750	IRI
752	60,000	1980	B&W	G/#2	Steam	750/750	IRI
709	60,000	1979	Zurn (Low NOx)	G/#2	Steam	500	IRI
741	60,000	1979	Zurn	G/#2	Steam	550	IRI
SB79	40,000	1986	Cleaver Brooks	Gas	Steam	260	IRI
SB80	40,000	1986	Cleaver Brooks	Gas	Steam	260	IRI
615	40,000	1975	B&W	G/#2	Steam	325	IRI
SB29	1,200	1990	Johnston (Low NOx)	G/#2	Steam	200	IRI
496	800	1990	York-Shibley (Low NOx)	G/#2	Steam	200	IRI
634	800	1972	York-Shibley	G/#2	Steam	150	IRI
SB150	800	2011	Victory Energy (Low NOx)	G/#2	Steam	300	IRI
SB123	600	2008	York-Shibley	G/#2	Steam	150	UL/CSD1
SB149	500	2011	Victory Energy (Low NOx)	G/#2	Steam	250	IRI
SB139	500	2001	Cleaver Brooks		Steam	150	
SB63	500	1985	Superior	G/#2	Steam	150	IRI
SB152	400	2011	York-Shibley (Low NOx)	G/#2	Steam	150	UL/CSD1
SB138	350	1994	Cleaver Brooks		Steam	150	
SB137	250	1994	Cleaver Brooks		Steam	150	
415	250	1980	Eclipse	#2 Oil	HT/HW	954	IRI
719	250	1987	Superior	G/#2	Steam	150	IRI
SB148	200	1995	Kewanee	Gas	Steam	325	IRI
SB146	200	1995	Kewanee	Gas	Steam	325	IRI
SB147	200	1995	Kewanee	Gas	Steam	325	IRI
SB170	250XID	2012	York-Shibley	G/#2	Steam	150	UL/CSD1
SB172	175XID	2010	York-Shibley	G/#2	Steam	150	UL/CSD1
SB166	175XID	2010	York-Shibley	G/#2	Steam	150	UL/CSD1
RB769	150	1998	Precision	Electric	Steam	150	UL
SB163	150	2001	Miura	G/#2	Steam	170	UL/CSD1
SB164	150	2001	Miura	G/#2	Steam	170	UL/CSD1
SB125	150	2008	Superior	G/#2	Steam	150	UL/CSD1
SB132	100	2003	Johnston	Gas	Steam/HW	15/30	IRI
SB131	100	2003	Johnston	G/#2	Steam/HW	15/30	IRI
SB171	100XID	2011	York Shibley	G/#2	Steam	150	UL/CSD1
SB174	100XID	2011	York Shibley	G/#2	Steam	150	UL/CSD1
SB165	70	2011	York Shibley	G/#2	Steam	150	UL/CSD1
SB167	50	2011	York Shibley	G/#2	Steam	150	UL/CSD1
SB145	50	2001	Cleaver Brooks	Gas	Steam	150	IRI
RB753	15	1986	Fulton	Electric	Steam	150	UL

Request a quote on-line at www.wareinc.com or call 800-228-8861

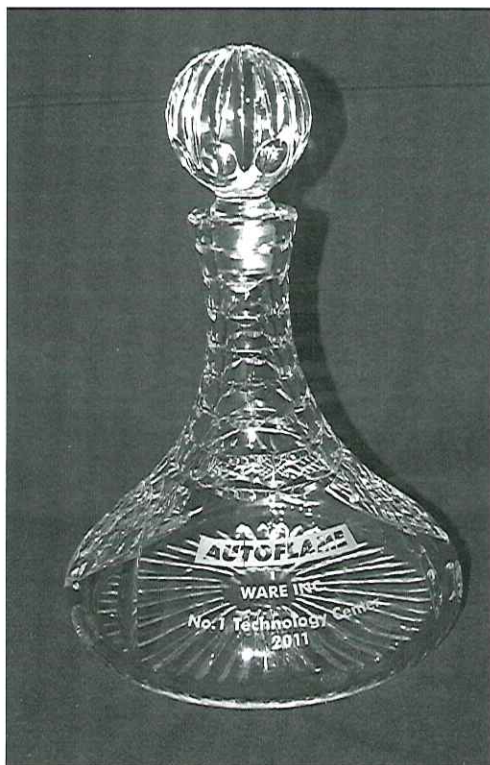
WARE buys used boilers

All equipment listed is for sale or lease and is subject to availability

Unit	Size	Manufacturer	Voltage	Type	Year
RC-24	30 Ton	Mc Quay	480 v	3 ph	2000
RC-21	40 Ton	Mc Quay	480 v	3 ph	1999
RC-1	60 Ton	Mc Quay	480 v	3 ph	1995
RC-2	60 Ton	MC Quay	480 v	3 ph	1995
RC-13	60 Ton	Trane	200-230 v	3 ph	1989
RC-5	95 Ton	Mc Quay	480 v	3 ph	1995
DH-01	100 Ton	Trane	480 v	3 ph	2008
DH-02	100 Ton	Trane	480 v	3 ph	2008
RC-6	105 Ton	Mc Quay	480 v	3 ph	1995
RC-8	155 Ton	Mc Quay	480 v	3 ph	1995
RC-10	195 Ton	Mc Quay	480 v	3 ph	1995
RC-11	195 Ton	Mc Quay	480 v	3 ph	1995
RC -25	300 Ton	Mc Quay	480 v	3 ph	2003

NEW YORK SHIPLEYS AVAILABLE

Unit	HP/PPH	Year	Manufacturer	Fuel	Type	Pressure	Controls
SSB12	50 hp	2011	York Shipley	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB16	70 hp	2012	York Shipley	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB3	100XID	2011	York Shipley	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB4	150	2011	York Shipley	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB5	175XID	2011	York Shipley	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB6	250XID	2011	York Shipley	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB14	300XID	2011	York Shipley	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB8	400XID	2011	York Shipley	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB15	500XID	2011	York Shipley	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB17	600XID	2012	York Shipley	(Low NOx) G/#2	Steam	250	UL/CSD-1
SSB11	800XID	2011	York Shipley	(Low NOx) G/#2	Steam	250	UL/CSD-1



AutoFlame recognized Ware as the #1 AutoFlame Tech Center in the nation recently at the 2012 ASHRAE trade show in Chicago this past January.

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Check The Valve Shop out. They offer testing, diagnosis, steam studies, maintenance and repair services for all makes and models of valves. All Valve Shop repair procedures strictly adhere to the industry standards and codes.



SENSUS Gas Regulators

WARE has a large inventory of Sensus Gas Regulators Model 496, 143-80-2 and 243-8-2

Call for more details 800-228-8861



SteamWare T-Shirts

Ware donates all net proceeds from the sale of Steamware T-shirts to Kosair Charities. Where health care is provided to Children when there is no one else to turn to. Check it out on www.4steamware.com



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Apr. 17 - 19, 2012 / Jeffersonville, IN

Aug. 21 - 23, 2012 / Jeffersonville, IN

Sept. 18 - 20, 2012 / Chattanooga, TN

Oct. 30 - Nov 1, 2012 / Chattanooga, TN

Nov. 13 - 15, 2012 / Jeffersonville, IN

Dec. 11 - 13, 2012 / Chattanooga, TN

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Family business becomes continued from pg2

connections for welders and a new paint bay facility. The building has also been fitted for a 40-ton crane, which can be added in the future.

The new facility allows Ware employees to bring in more trailers and perform maintenance inside. Daniel Ware, operations manager, says he hopes the long overdue renovation will see a return on investment through more productivity and improve employee morale.

In 2011, Ware added a mobile clean unit that can be used on site to provide services for industrial gas industries manufacturing gases such as oxygen, ammonia and chlorine as well as other industries like chemical plants and steel manufacturers.

While Ware enjoys looking back at how far the company has come over the last 60 years, he is definitely focused on the future. "We want to continue to expand our rental fleet and continue to add more types and sizes of boilers to our sales side. We are always looking to upgrade our fleet with the most efficient equipment so that our customers can take advantage of technology."

Ware says the employees most enjoy the unique projects and challenges that customers call with every day. "We love the hard-to-solve problems...when we really get to use our expertise to help a customer out of a situation," Ware said.

Today, the company's commitment to their customers hasn't changed. Constantly striving to deliver the best boiler and chiller equipment and service available to customers, is what has always been the impetus for trying something new. The employees of Ware continue to live the philosophy that began with the founder Ivan Ware 60 years ago: to serve their customers and "to be rated #1 by them."

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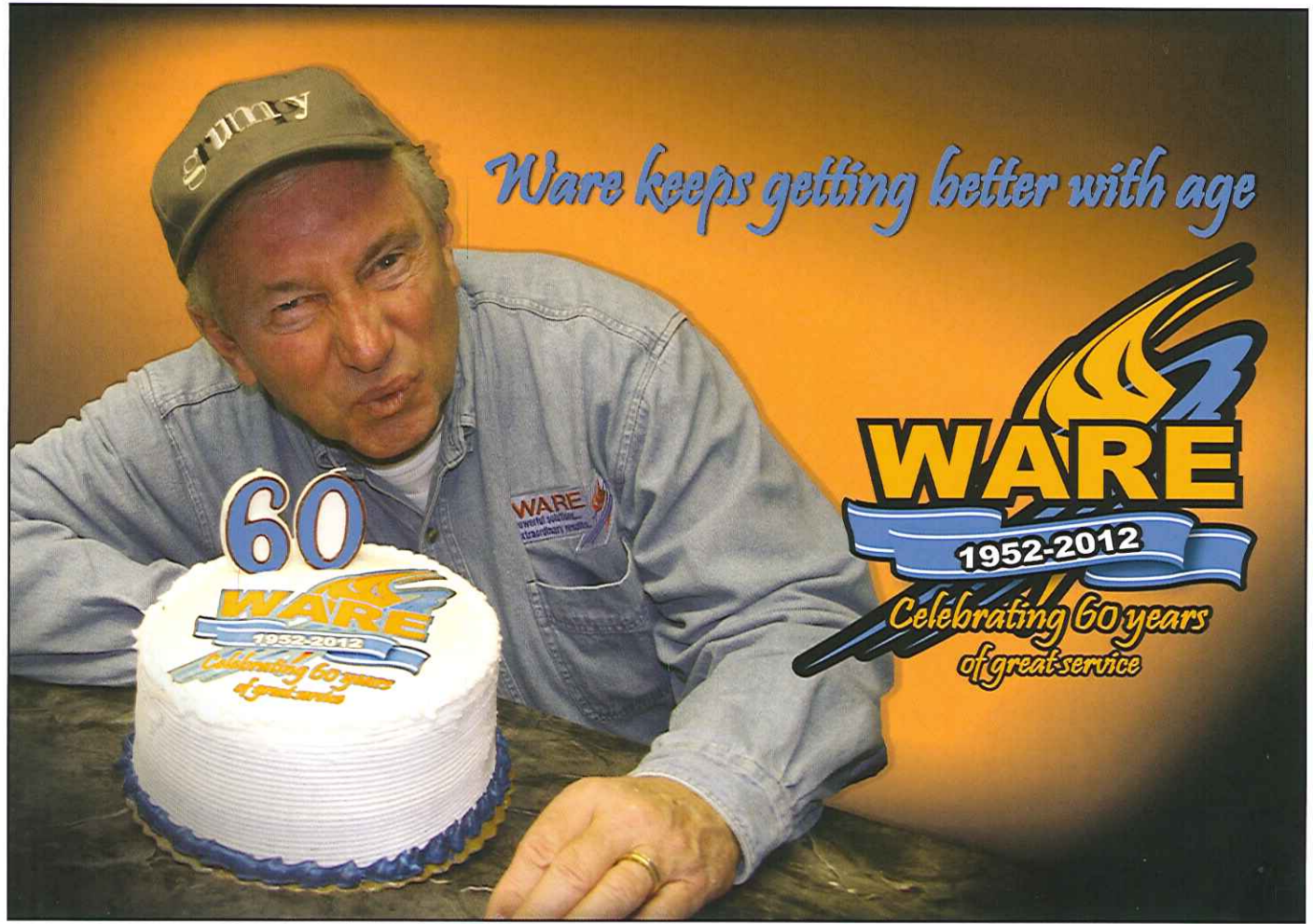
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