

Terry's technical expertise and inventiveness allowed me to go beyond a mere residential oil-to-gas conversion to a solar hybrid system not only for DHW but to add a heat loop as well.

Of all the contractor resources available to me in the Capital District, I can not imagine anyone else coming close to replicating the design and quality components of the install on this system. Terry has been personally involved in the day-to-day aspects and has made himself immediately available to respond to my numerous questions, issues, etc.

Terry has really delivered on this job and has earned my trust that he will continue to be there for me in the future if needed. Having engaged many contractors over the years, most of whom could not be trusted to do the right thing when called upon, I feel very fortunate to have connected with Terry for this project. He is, in my opinion, a rare find both personally and professionally and I highly recommend his services.

Live and sleep well,

Rick Madden

Richard E. Madden, LCSW, PhD
Catskill, NY

We had a lightning strike on June 15 that took out, among several other things, the controller and the upper sensor of our 1982 solar hot water system. Through the insurance company and Alteris, we were given Terry's name. Initially we were interested only in repair of our existing system. I was impressed with Terry's thoroughness. Unlike another contractor, Terry examined the entire system, including climbing onto the roof to examine the solar panels. I got to thinking about the age of our system and the relative cost to repair and asked for a quote for a new system. Terry gave me quotes for repair and replacement, the Velux brochure, and some statistical data relating to mounting angles and efficiency. Our old system had had to be elevated beyond our roof pitch (approximately 30 degrees). The Velux data seemed to indicate that this system does not require that much elevation. I did experience some sticker shock at the prices quoted, but then we haven't dealt with solar panel costs for 27 years. And there will be a substantial tax rebate next year. We decided it was time to make the change.

Before installation, Terry brought the entire crew to our house to check it out to make sure there would be no surprise for any of them. That costs some time (and money), but that kind of thoroughness pays dividends. There was no problem with the installation. I still marvel that they were able to get the old water heater (brick lined and quite heavy) out and the new, larger water heater into the old space behind our oil furnace. They carefully removed shingles for the solar panel installation and were able to salvage enough shingles to negate the need to find and match replacement shingles. I was impressed with the design of the sides of the new solar panels (clip together but completely weather tight without the need for any caulk) and the flashing (no nail in the flashing, doubling the coverage and protection from leakage and eliminating the need for caulking). This installation probably takes a little longer, but the design and their careful installation would seem to indicate that they won't need to return to fix any roof leak. The Velux system also goes directly inside the building, eliminating the need for the extra piping and hole in the roof that our old system required. I'm not big on

esthetics, but the two new "skylights" of our system are much more appealing to the eye than our old system.

Our new system has both electric and furnace backup (as did our old system). We needed the backup with the old system (we had used the furnace backup but not the electric), and I wasn't going to take any chance with the new one. (I figure that the cost of electricity will rise slower than the cost of oil.) We ran the electric backup initially to check it out and get the water in the tank up to temperature. With all of the cloudy and rainy weather that we've had since the installation on September 15, I expected that we would need the backup. We haven't. I find that hard to believe, but it's true. I'm quite amazed at the improvement in efficiency from our old system.

A small leak developed around the water heater element. Ken promptly replaced the gasket, which fixed the problem. I understand that Velux has changed the gasket design so that this will no longer be a problem.

Are we satisfied with the Velux system? Absolutely. Are we satisfied with Terry's crew's installation? Absolutely. Could we have gotten a system cheaper elsewhere? Probably, but any cost differential was well worth it. The system is a very well designed system. The installation crew was knowledgeable, meticulous, and dedicated to doing the best job possible. Will we have problems in the future? I doubt it very seriously. If you'd like to take a look at our new system, feel free to contact us.

Yours truly,

Bill Zimmerman
East Nassau, NY 12062

We have been so happy with the efficiency of the installation and the smooth operation of our solar heated water. The system has helped us reduce our daily electric usage on average about 6 Kwh (about 180 Kwh per month and over 2000 Kwh per year), for the two of us.

Even on a cloudy day, our hot water gets a nice heating boost from the sun's energy.

The tax advantage and the knowledge that we are helping future generations makes it a joy to participate with the renewable energy movement through the Radiant Store.

Carol B. -Delmar, NY