



*“Keeping The Heat On”*

Capitol Boiler Works is a third-generation family business established in 1936 by Walter C. Holman. The company is a manifestation of the American Dream. Walter Holman left his native England in the early 1920s in search of economic opportunities. After arriving in the US, he was involved in various different occupations while maintaining a small family farm. He eventually found employment in Washington, DC with a local boiler company and quickly rose to the position of foreman before hanging out his own shingle. The company's name and logo reflect Walter Holman's adopted hometown.

“My grandfather was a true renaissance man,” recalls Capitol Boiler Works current President, Nicholas Holman. “He was fluent in several different languages, extremely well read and a master of many trades, including ship builder. After he retired, he sailed the world on a sailboat that he made himself.” The values and principles upon which Capitol Boiler Works was established have not changed in the course of the past seven decades. An unbridled commitment to excellence, training and unparalleled customer service continues to be Capitol Boiler Works corporate hallmarks.

Capitol Boiler Works 70+ years of experience serving the metropolitan Washington region speaks volumes of the company's reputation, longevity and commitment to its customers. The company is equipped to handle the air conditioning, heating and domestic hot water needs of multifamily residential, commercial and light industrial properties with a specific and focused scope of services that include:

- Boilers
- Chillers
- Cooling Towers
- HVAC
- Electrical
- Domestic Water Heaters
- Burner Service
- ASME Code Repairs
- Plumbing
- Refractory
- Fabrication
- Heat Exchangers
- Portable Boiler Rental
- Customized Preventive Maintenance Contracts
- Boiler Parts and Accessories

Nicholas Holman learned the boiler business at the knee of his grandfather, Walter and father, William C. Holman. His entrée to the company in 1976 was at the entry level, starting as a mechanic's helper. Mr. Holman spent seven years in the trenches, obtaining his welder's certification in the process before moving from the field to the corporate office. He became the company's President in 1994.

Holman's goal is for Capitol Boiler Works to become the company that is viewed as the benchmark for central plant service and repair organizations in the national capital area. That goal will be achieved through an unmatched dedication to service and quality. Holman firmly believes that a company can't be all things to all people. At the speed technology changes, it is literally impossible to keep pace. Capitol Boiler Works limits its scope of service to air conditioning, boilers, domestic hot water and combustion related central plant operations. The company's expertise is centered around fuel-related equipment and the components that deliver air conditioning, heat and domestic hot water to a property. "I want my company to be known as the premier provider of central plant air conditioning, heating and domestic hot water equipment and service," Holman said. "The mechanical industry is very broad, ranging from specialty industrial applications, new construction, power and utility plants, and so on. We focus on the commercial, multifamily residential and light industrial repair and rehabilitation niches of the industry."

Capitol Boiler Works won't compromise its commitment to its market niche and often turns down requests to provide services that fall outside of the defined desired scope. By focusing mainly on central plant air conditioning, heating and domestic hot water, Capitol Boiler Works can provide a level of expertise, enhanced communication, quality assurance and response that most competitors have a hard time matching. "We understand the need to work closely with our customers," Holman said. "And listen carefully to what they say in order to develop an appropriate solution to their needs." Capitol Boiler Works quality assurance program involves field supervisors visiting projects before a job begins to help assure that it is started properly and immediately after new installations to help assure that the installation was performed completely and to tie up any loose ends that may still exist. This practice helps to ensure quality standards are maintained and eliminate potential problems that inconvenience the customer.

Quality service is contingent upon having a dedicated and highly trained staff. Capitol Boiler Works distinguishes itself by the experience of its staff and the training they receive. Holman stated that burner service department employees receive at least 20 hours of formal training a year to help assure they are current on new equipment. The company also taps the tremendous expertise of its senior staff members to teach newer employees not only the technical skills necessary to provide quality service but also to appreciate and emulate a strong work ethic and professionalism.

Training is not limited to field staff. Superintendents and sales staff regularly participate in new product training to help assure that the company keeps pace with the changing technologies. Manufacturers continue to enhance efficiencies in their equipment.

Capitol Boiler Works' training program helps to assure that the company keeps its fingers on the pulse of industry advancements.

Matching the right equipment to the right application is essential for successful heating plant operations. However, there is a tendency to look at cost before application. Holman explained, "An expert surveyor can assess the useful life of existing equipment and provide a timetable when it should be replaced. When that time comes, property owners and managers need to select the right equipment for the right application." Factors that influence those decisions are the existing building's design, type of property (high-rise, garden, mid-rise), low pressure, high pressure and the condition of other components that affect or are affected by heating and central plant operations. Placing equipment designed for a garden apartment in a high-rise building more often than not will not work. Most likely, Holman explained, "the equipment will fail prematurely, reliability will be compromised and maintenance expenses and headaches will tax the patience of residents, tenants, managers and owners." Capitol Boiler Works provides a value-added service to the industry by helping managers to determine the right equipment for their properties' applications and assist with budgets. As Holman points out, "High efficiency equipment sometimes looks good on paper. But when you factor in the upfront costs, added maintenance, and often poor longevity, it can be a losing proposition for the tenants, owners, and management."

Holman advises the industry to be proactive in preventive maintenance programs and have equipment inspected within several days of seasonal shutdowns. "Don't flip the switch on October 15 or May 15 and hope that everything is in operating condition." Holman believes that inspections and preventive maintenance need to be performed soon after equipment shuts down for the summer or winter. "An early inspection will indicate if the equipment will last another season and other repairs that may be necessary. If a retrofit is required, managers will have three to four months to work with contractors to help assure that the right repairs or equipment is selected for their individual applications and within their budgets. Waiting until the last minute places the property and managers at a disadvantage by severely limiting their options."

Quality and responsiveness of service are additional factors that positively differentiate Capitol Boiler Works. Holman is proud of the responsiveness of his company's customer service. Emergency service is provided 24/7/365. However, the difference between Capitol Boiler Works and many others is the person who responds to the call. At Capitol Boiler Works, all after-hour emergency requests are first directed to a senior executive who takes ownership of the emergency and helps to assure that problems are responded to immediately. The company has the skill equipment and expertise to create a portable heating or cooling plant in a parking lot, allowing buildings whose equipment has failed to provide air conditioning, heat and hot water in a matter of hours if required. Capitol Boiler Works also has an extensive inventory of specialty parts that can make systems operational when they go down during the night, on weekends and during holidays.

Capitol Boiler Works understands and appreciates the property management industry. The company has carved a unique niche to specialize in central plant air conditioning,

heating and hot water operations and is well on its way to becoming an industry benchmark.

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