

CARRABBA'S DINNER DRAWING

This issue we're offering a \$100.00 gift certificate to any Carrabba's Italian Grill. Fill out the entry form and mail it to us by December 18th, 2009 to enter this drawing. Thank you all for your responses. Keep sending in your entries and you just might win!

Name: _____
 Company Name _____
 Address _____

 Phone _____

Entries must be received by December 18th, 2009 to be eligible. The winning entry will be contacted by phone and listed in the next newsletter. No duplications, please

Detach this portion of the newsletter, fill in the requested information and mail your entry to:



Arc Water Treatment Company
 Carrabba's Dinner Drawing
 10620 Riggs Hill Road, Unit J
 Jessup, MD 20794-9431

SCOTT'S SERVICE TIPS



This is the time to shut down cooling towers for the winter, unless yours must run year-round for cooling data centers or other heat producing operations. So I thought it would be helpful to provide some tips for "laying-up" the tower and getting it ready for winter.

Even if you believe you've had a good water treatment program this summer and prevented scale, corrosion, and fouling during the cooling season, all this can be at risk if the tower is not shut down properly. Please follow these steps for controlled shut-down and maintenance to ensure the system can be readily started-up next Spring without unnecessary problems.

Open systems are normally drained in the Fall to protect them from freezing through the Winter. Before you drain your system, we recommend the addition and circulation of Metro CS-35 twenty-four hours prior to draining the cooling tower for the season. Metro CS-35 contains a phosphate corrosion inhibitor that leaves a very thin phosphate residue on the exposed interior of your condenser piping. Once the system has been drained, the protective phosphate layer protects the metal during the winter off season. It also helps prevent "flash corrosion" when the system is refilled and started back up in the Spring.

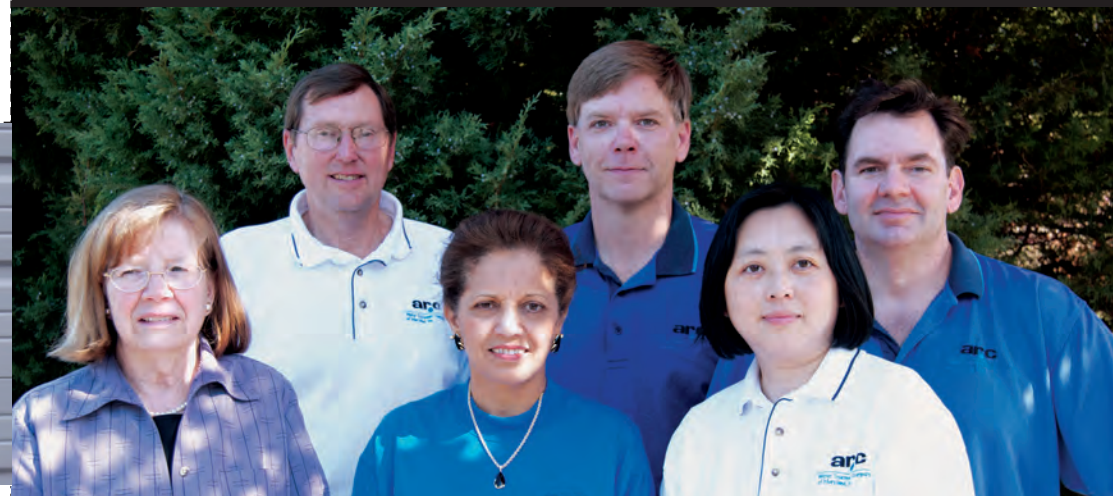
Closed systems, such as a chilled water loops, should not be drained unless a portion is exposed to the outdoors. Instead, they should be circulated occasionally, to ensure existing chemicals in the water are spread throughout the length of pipe. We will continue to keep protective chemicals in the bypass feeder through the "shutdown" period, so whenever the pumps are turned back on the chemical is applied as needed.

Scott Brengle, Service Manager

EMPLOYEE MILESTONES

Arc recognizes several individuals who have provided dedicated service to our customers. We greatly appreciate their efforts and continued commitment to excellence.

David Goldstein	President	29 Years
Eric Hagen	VP – Sales	21 Years
Tim Moran	Service Technician	14 Years
Scott Brengle	Service Manager	13 Years
Willie Bailey	Service Technician	11 Years
Bob Whitcomb	VP & Controller	11 Years
Bibi Perrotte-Foston	Correspondence	10 Years
Sophia Zhang	Bookkeeper	6 Years
Gloria Wade	Contracts Administrator	6 Years
James Graham	Service Technician	4 Years
John (JP) Grimes	Service Technician	1 Year
TJ Farmer	Service Technician	1 Year



ARC'S OFFICE STAFF

Arc has a highly experienced team available in the office to respond to your every need. Pictured are six of the primary individuals with whom you might converse, depending on the issue. Front left is Gloria Wade, Contracts Administrator who may be the first person you talk to and with whom you could discuss any purchase order, contract, insurance certificate or related item. Middle front is Bibi Perrotte-Foston who handles Legionella, lead, and sterile sample test reports and also coordinates samples for our Arc Testing customers. Front right is Qinghong (Sophia) Zhang, Arc's bookkeeper, who handles both receivables and payables, as well as reconciling our various bank accounts. Not pictured is Missy Cooke, Sales Assistant who provides inside sales support for all our salesmen, handles quotes and prepares submittals to mechanical contractors.

John Zimmerman, rear-right, is our Service Coordinator who handles all calls to schedule work, start-up systems, and respond to any customer service issues. To his right is Matt Luce, our Service Administrator who helps our Service Technicians keep their vehicles operational, orders chemicals and equipment from our vendors, maintains work order reports, and keeps the warehouses shipshape. Rear-left is Bob Whitcomb, Controller, who supervises the Office Staff and is generally responsible for our computers, communications equipment, payroll, accounting, personnel, insurance and benefits, and anything else needed to keep Arc Water Treatment running smoothly.

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 Water Treatment Company
 of Maryland, Inc.

10620 Riggs Hill Road, Unit J
 Jessup, Maryland 20794-9431

(301) 369-0556
 (410) 880-0706
 (301) 776-1510 Fax
 arc@arcwater.com
 www.arcwater.com



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 ASSOCIATION OF WATER TECHNOLOGIES

PROPERTY MANAGEMENT ASSOCIATION

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COMMUNITY ASSOCIATION INSTITUTE

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FALL 2009



The Region's Premier Water Treatment Company

ARC WELCOMES NEW CUSTOMERS

Arc is pleased to have signed up many new customers over the last few months. Some of these distinctive properties include:

1199 F Street, NW
Shapiro & Duncan Mechanical
Washington, DC

3120 Fairview Park
Fairview Properties
Falls Church, VA

Amazon Data Center Phase III
W.E. Bowers Service
Ashburn, VA

Applications Research Lab
Howard County Schools
Ellicott City, MD

Class Produce Warehouse
Class Produce
Jessup, MD

Coronado Adelphia Apartments
Building Development & Management
Hyattsville, MD

Dresden Condominium
Tilton Bernstein Mgmt.
Washington, DC

Dulaney Tower Highrise
Dulaney Tower Board
Towson, MD

Edenwald New Tower Bldg
Edenwald Retirement
Baltimore, MD

Freddie Mac
Headquarters Campus
McLean, VA

Hilton Hotel
Hilton-Pikesville
Baltimore, MD

Indian River Schools (13 schools)
Indian River School District
Selbyville, DE

Infinity Apartments
Carmel Partners
Arlington, VA

INOVA Medical Center
Chapman Brothers
Purcellville, VA

King Court
Scheer Partners
Wheaton, MD

Lakewood Building
Shapiro & Duncan Mechanical
Washington, DC

Merkle Data Center
Mayne Mechanical Service
Columbia, MD

Metropole Condominium
Board of Unit Owners
Washington, DC

Mt. Vernon Place United Methodist
United Methodist Church
Washington, DC

Pearson Square Apartments
Bozzuto Management
Falls Church, VA

Pope John Paul the Great School
Catholic High School
Dumfries, VA

Residence Inn
Mariott-National Harbor
National Harbor, MD

River Place South
River Place South Housing
Arlington, VA

Rockville Town Square
Council of Unit Owners
Rockville, MD

Takoma Landing
Scott Management
Takoma Park, MD

The Green Building
CB Richard Ellis
Georgetown Univ., Washington, DC

Towers Crescent
Shapiro & Duncan Mechanical
Tysons Corner, VA

UMB Campus center
G.E. Tignall Mechanical
Baltimore, MD

Vista on Courthouse
Vista Condominium
Arlington, VA

WJZ-13 TV
Studio Headquarters
Baltimore, MD

UMB Campus Center
Continental Realty
Baltimore, MD

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inside

NEW JOBS

The view across the Baltimore Inner Harbor has recently changed with the addition of a pair of strikingly different landmark buildings. The greater portion of recent construction has been low-rise residential on both sides of the former industrial harbor, yet the most noticeable is the Harborview Tower Condominium along Key Highway (pictured on the front cover), which has transformed the waterfront from dry docks to luxurious residences. This hi-rise tower features homes on the piers where yachts and vessels are steps from one's front door. The interiors have extensive views of the Baltimore waterfront, and come with the best fixtures for modern living - in style. The building also features many amenities, including a health club, pools, restaurant, and private marina. The Board of Directors for the Harborview Condominium Association elected Arc Water Treatment to handle the water treatment for the cooling tower and chilled water systems, reaffirming our commitment to providing the highest quality water treatment service in the industry.

Right across the Baltimore Harbor are the two new towers developed by Legg Mason. The taller tower (shown here) has their corporate logo shining in bright lights for all to see in and around the harbor. When completed, it will house their headquarter's offices, and demonstrates Legg Mason's investment in the vibrant center of Baltimore. These two buildings and the surrounding plaza are being constructed by Armada Hoffer, with the HVAC systems being installed by Poole & Kent Corporation, one of the largest mechanical contractors in the area. Poole & Kent subsequently awarded the water treatment subcontract to Arc Water Treatment, and we have supplied bypass feeders, corrosion coupon racks, and an automatic glycol feeder to support the water treatment of the systems in this building. We have also been hired to provide monthly water treatment services for the first year of operation of the closed loop systems enabling the heating and cooling of the building. It is a privilege to have been selected to service this landmark building, which is part of a multi-tower complex that Legg Mason has built on the harbor and on the circle containing the 30' tall monument to the Katyn Forest massacre of World War II.



Paul Sappington, Eric Hagen, David Hollingsworth, and David Goldstein attended the 2009 PM Expo.

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BENEFITS OF HVAC WATER TREATMENT PROGRAMS

Recently, Arc Water Treatment was featured in the monthly PMA Bulletin published by Washington DC's Property Management Association. This article was the selection for the Operations Corner, and was authored by our own Eric Hagen. Excerpts of the article are republished with PMA's permission below:

Chemical water treatment is a critical component in every type of HVAC system that uses water to heat or cool a building. In property management, water treatment programs are designed to keep heat transfer surfaces clean and energy-efficient. An effective water treatment program will prevent scale and corrosion of metal surfaces and piping, control biological growths that can lead to system fouling and health concerns and reduce fuel costs by maximizing HVAC equipment efficiencies. Successful water treatment programs also lower maintenance costs, and extend the useful life of major heating and cooling equipment because they eliminate the need for costly acid cleanings.

Typical problems that an effective water treatment program can deter or eliminate in HVAC systems include:

- Scale
- Corrosion
- Organic Growths
- Mud and dirt accumulation
- Fouling
- Sludge

Cooling Tower and Evaporative Cooler Condenser Water Treatment

Scale (mineral deposits) that form in cooling towers and evaporative cooler condensers greatly reduces the efficiency of heat transfer by acting as an insulator. If left unchecked, scale can cause condenser tubes to corrode and pit. The tubes will then need to be acid cleaned, which decreases the equipment's useful life and causes maintenance costs to increase. Employing a good scale inhibitor and proper bleed control prevents the formation of scale and scale build-up.

Corrosion is another serious problem affecting cooling towers that is addressed by using chemical inhibitors and other techniques as part of your water treatment program. Corrosion causes metal to weaken, pit and eventually fail.

Microbiocides are another critical part of a good water treatment program. They help control and eliminate microorganisms. A good rule of thumb for your water treatment program is to use two different types of microbiocides. This helps eliminate the possibility of "bugs" becoming immune to the continuous use of only one biocide chemical.

Legionella bacteria (the cause of Legionnaires' Disease) are a serious health concern with condenser water systems. Your system should be monitored regularly for the presence of legionella to help eliminate potential health risks to building occupants. Mud and dirt accumulation is a natural, but controllable process. Regular mechanical cleaning of the cooling tower is critical to efficient operation.

Closed System Water Treatment

Closed loop systems (chilled, hot, or condenser water loops) also need to be chemically treated to maintain clean heat transfer surfaces, maintain system integrity and extend the HVAC system life for many years. Typical problems with closed systems include corrosion and fouling. Corrosion is the main concern, and the major challenge of a water treatment program is to slow down the corrosion process.

Closed loop systems also suffer from fouling created by the build-up of particulate matter. Mill scale and other construction debris can be carried through the system and deposit in low-flow areas, further restricting water flow.

Water treatment in closed loop systems has its own protocol. Before a closed loop system is treated, it should be clean and free of dirt, sediment and corrosion byproducts. The system may need to be chemically cleaned to remove deposited materials, and a microbiocide may need to be added to eliminate any biological fouling.

Low-Pressure Steam Boiler Water Treatment

Scale, corrosion and sludge are typical problems affecting low-pressure steam boiler systems. Employing a scale inhibitor with proper boiler blowdown usually takes care of scale build-up. Several methods are used to prevent corrosion in steam boilers, including the use of oxygen scavengers, polymers and dispersants for corrosion and scale control.

Boosting HVAC Equipment Service

Although water treatment is typically not a high-cost item in a building's overall maintenance budget, it is a critical component that directly affects the operation of expensive heating and cooling equipment. The small amount of money you may save by using an ineffective water treatment program translates to thousands of dollars in extra fuel, maintenance and equipment replacement costs. A proper water treatment program greatly increases a building's energy efficiency by maintaining clean heat-transfer surfaces and reducing fuel consumption and maintenance costs. Most importantly, it helps ensure that your HVAC equipment will have a long and effective service life.

ASSOCIATION NEWS

The water treatment industry association, the Association of Water Technologies (AWT) recently issued a new Selection Guide for Successful Cooling Water Treatment Programs. In essence this Guide provides a new set of standards for treating open evaporative systems, to provide a level of expectation of performance for building managers, engineers, and others selecting water treatment vendors.

This Guide states that "The most important consideration is to select a program that will successfully protect the complete system by: • Inhibiting all system metallurgies against corrosion • Controlling microbiological growths • Inhibiting scale formations and deposit accumulations."

This would be the minimum protection level that Arc Water Treatment provides as part of our full service contracts. We try to exceed this standard by having our Technicians visually check the towers and other systems to ensure all components are functioning as expected, and to identify any anomalies in tower, condenser, or closed system operations.

We would be happy to provide copies of this new Selection Guide; contact your salesman or call/email us for your copy.