

Ensuring Reliable Heating for a Residential Complex

A facility manager at a large residential complex was celebrating his birthday when a crisis struck. In the midst of a brutal Chicago winter, an issue with the building's diverter valve caused the boiler system to fail unexpectedly, leaving over 200 residential units, three retail spaces, and multiple community areas without heat. Desperate for a solution, the manager contacted Maddock Industries – a call that initiated a seven-year partnership.

Maddock's team quickly sourced and supplied emergency parts to restore heat within 24 hours. This swift response solidified Maddock's role as a trusted partner and highlighted a broader concern: the aging heat pump systems throughout the complex.

Additionally, several Whalen heat pumps – critical for maintaining year-round temperature control – were approaching the end of their life cycle. In particular, the heat pump chassis had become increasingly unreliable after years of use, posing a significant risk of future disruptions.

The facility manager and building engineer again turned to Maddock Industries for a long-term solution.

The Challenge

The complex faced mounting challenges with its heat pump systems. As the units neared the end of a five-year warranty, key components such as the chassis began to fail, reducing system reliability. If these heat pump systems went down, it would compromise heating and cooling operations, directly impacting residents' comfort and the facility's operational efficiency.

To avoid costly system replacements, the facility manager needed fast access to chassis replacements and essential parts to extend the life of existing heat pumps. Maddock had already proven its reliability during the boiler system failure, and the facility manager was confident they could provide the necessary heat pump components as well.

“Maddock has been an indispensable partner for us. Their performance has allowed us to run our building smoothly, and I can't imagine managing it without them.”

- Facility Manager

The Solution

Maddock's team, led by Eric Soithong, worked closely with the facility manager to secure and supply replacement chassis for the facility's aging Whalen heat pumps. These chassis replacements allowed the complex to maintain reliable operations without needing full heat pump replacements.

For ongoing support, Maddock implemented a proactive parts strategy:

- **Advance Component Sourcing:** Maddock secured critical heat pump components before they were urgently needed, preventing unexpected downtime
- **Preventative Support:** regular check-ins and planning ensured the building's heating and cooling systems remained functional despite the aging infrastructure
- **Expedited Deliveries:** despite supply chain challenges during the pandemic, Maddock worked closely with vendors to expedite shipments. Parts that typically took six weeks to arrive were sourced and delivered within just four weeks, minimizing disruption

Ongoing Support & Communication

Maddock's commitment to exceptional service extended beyond parts supply. Soithong and his team maintained consistent communication, keeping the facility manager updated on order status and delivery timelines.

"Eric gave us a massive amount of communication – emails, phone calls, and more. Whenever they couldn't provide a product, it was because of a supply issue, not because they didn't push," the facility manager said. "They performed within their capabilities."

By building trust and providing proactive support, Maddock helped the facility avoid unplanned downtime and extend the performance of its heat pumps through timely chassis replacements.

Outcomes & Impact

Maddock Industries has been instrumental in maintaining the complex's heating and cooling operations. Their ability to quickly source chassis replacements for the Whalen heat pumps reduced the risk of future failures and extended the operational life of the units.

The boiler system repair demonstrated Maddock's commitment to fast, reliable service in moments of crisis. However, their ongoing heat pump support has ensured the facility operates smoothly long-term. With emergency responsiveness and proactive solutions, Maddock has become an essential partner in the facility's long-term maintenance strategy.

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Why Reliable Parts Support for Heat Pumps Matters

Aging equipment poses risks to building operations, especially when heat pumps and other critical systems reach the end of their lifecycle. Maddock Industries provides fast access to essential components, ensuring equipment remains operational beyond its warranty period. By offering proactive solutions and responsive service, Maddock continues to adapt its support to the evolving needs of complex facilities.

About Maddock Industries

Engineers, mechanical contractors, and building owners needing a hydronics partner have relied on Maddock Industries since 1971. The Maddock hydronics experts will help you identify, source, install, and maintain pumps, boilers, valves, and other necessary equipment, with recommendations for maximizing space, harnessing new technology, minimizing maintenance costs, and increasing profitability in commercial construction projects. Maddock represents Armstrong pumps, RBI water heaters, Garlock LINK-SEAL, Spirotherm air and dirt separators, Whalen fan coils and water source heat pumps, and more. Maddock specializes in high rises, K-12 schools, colleges, universities, hospitals, government buildings, and food processing plants.

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