

WARE

ALL WAYS STEAM



THE GRIME

SPRING 2022 Newsletter



70 Years Done Right By Ritchie Ware

As WARE prepares to turn 70 this year, they're celebrating more than just seven decades in the boiler business. They're also celebrating the enduring culture they've maintained since their first day in business. A culture that goes a lot deeper than the products and services they offer. And a culture that's guided by more than just the balance sheet.

BACK TO THE BEGINNING

The history of Ivan Ware and Son, Inc. D.B.A. WARE is a story of hard work, dedication, and skill. It's also a lesson in doing the right thing. If you've ever interacted with the company before, you know the degree of professionalism, proactivity, and dedication they bring to every interaction. That all comes from a set of core beliefs on which the company is based. Beliefs they've held since Ivan Ware started repairing boilers back in 1952.

When he first opened his doors as Ware - Clark, Ivan prided himself on treating people fairly, and going the extra mile for every customer, every time. As a man of

faith, he took great pride in doing everything he could to help his fellow man. From those simple, earnest, honest values has sprung an entire company culture that celebrates its attitude towards others as much as its own success.

"We aren't in the service business," says current WARE co-owner Ritchie Ware. "We're in the servants business. Everyone here loves to take care of people. It's just who we are. We hire people who share our values, and we try to live them every day."

It's not just talk, either. Every employee at WARE knows about the Daily Seven. They're part creed, part mantra, and the heart of everything WARE does. They're actually a pretty good guide to life, as well.

SAFETY FIRST & ALWAYS

Your safety, and the safety of our customers, is our highest priority.

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BE RESPONSIVE

Our motor has to match our customer's demands. Don't make people wait.

BE HELPFUL

We all get better when we help each other out.

DO IT RIGHT THE FIRST TIME

Deliver a quality product the first time around, when it's expected.

COMMUNICATE

We need you to be an active and effective communicator to make things work.

OWN IT

Be a person who takes responsibility and gets things done.

FIGURE IT OUT

Take the initiative to fix it and show the grit to stay with it.

WARE has rented, installed and maintained a lot of boilers over the years. As an emergency service company, they've also repaired a lot of boilers, sold a lot of parts, and performed countless equipment inspections. But the thing they're most proud of building and maintaining is their attitude towards business, and the beliefs behind it.

THE BUSINESS GROWS

Way back in 1952, the culture wasn't as clearly defined or as widely celebrated as it is today. However, it was still the foundation for everything Ivan Ware did. Of course, it didn't take long for people to recognize that he was a man of character and integrity, and soon his business began to grow. When the next generation took over the family business, Ivan's children Richard Ware and Norma "Kit" Moore moved the company from its original location on Lyndhurst to a new facility on Miller's Lane. As the success and reputation expanded further, another move to yet another facility on Produce Road was needed, which is now the current home of WARE's boiler rental maintenance facility, and The WARE Valve Shop.

As the third generation begins to make its mark, the company's growth has necessitated adding other locations as well. The corporate headquarters, located around the corner, houses 15,000 square feet of office space and 40,000 square feet of warehouse space to supply parts to customers in-person and online. In fact, WARE's growing e-commerce business currently offers over 40,000 parts at its BoilerWAREhouse.com

website. The facility also houses the service and sales departments and the corporate back office.

But it's WARE's third facility, built 4 years ago that truly speaks to their commitment to growth and success. A few blocks away, you'll find WARE Boiler University, known more colloquially as Boiler U. Started in 1993, Boiler U is an extension of WARE's commitment to the boiler industry that goes beyond equipment, parts, and service. This is where they provide the most valuable resource of all: knowledge.



Boiler U is a 12,000 square foot training facility designed to improve the understanding of all things steam-related. It's where current boiler operators, engineers, maintenance personnel, salespersons and service techs get the skills to do their jobs

safely, efficiently, and effectively. It's also the place where the next generation of WARE's boiler technicians will get hands-on experience and instruction to help them do their jobs, as the company looks towards a future of growth.

With 3 full time instructors, Boiler U houses a complete, fully functional boiler lab with 4 live fire boiler systems, modified for learning purposes, that allow a fascinating look at their inner workings. Boiler U also features a 65-seat, stadium-style lecture hall, a 32-person classroom for breakout sessions, and even an 85-seat cafeteria.

A STEAM CENTER FOR EVERYONE

WARE's slogan is All Ways Steam. They bring that to life in the equipment they sell and service, in the customer relationships they maintain, and in the knowledge they provide. But that's just part of their presence in the world of steam. WARE also generates a continuous stream of content for anyone and everyone inside and outside the boiler industry, as part of their commitment to becoming the world's #1 online steam resource.

With 600+ videos, over 30,000 subscribers, and 8 million views, WARE's regularly updated YouTube channel has something for everyone. A bi-weekly show known as the Boiling Point provides insights to boiler professionals. Content tends to be more technical in nature, and can range from deep dives on valves to the newest boiler technology to explorations of each component and its role in the overall boiler system. For the technically minded and professionally interested, WARE also offers a Weekly Boiler Tip video from a Boiler University Instructor.

For non-professionals, WARE still comes through with engaging content. The weekly Steam Culture series offers a more entertaining look at the things steam can do, and

BOILER SAFETY

By Mike Taylor

Steam boilers are amazing pieces of machinery. The steam they produce provides comfort, work, and productivity in locations around the world. But, as with any machine, they can be dangerous if operated incorrectly. In the first of this two-part series, we'll look at some of the basics in boiler operation that can keep operators safe, and keep the steam coming.

While every boiler is a little bit different, they all share a few basic traits. They all convert water to steam using some form of heat, they all move steam under pressure, and they can all be dangerous if used incorrectly or carelessly. If the operator isn't paying attention, or skips important steps in operation or safety, the least that could happen is a loss of operating efficiency. The worst that could happen, however, is an explosion that releases scalding steam into the area, and sends pieces of hot metal flying violently in all directions. So play it safe.

KNOW YOUR EQUIPMENT

The first step to operating a boiler correctly is to know the boiler itself. That starts with a clear understanding of the entire system, from the waterside to the fireside, and everything in between. If you're going to operate a boiler you've never used before, make sure you do a careful walkthrough of the entire layout. Trace every pipe, locate every gauge, and know the location and purpose of every valve. Make sure you know every emergency shutdown procedure, and the location of every part of the control and monitoring system.

If you're working with a boiler with which you're familiar, it's important to know all the operating levels and parameters well, so you can watch your boiler for any telltale signs of a problem. Any parameters that are outside spec could be little things, or they could be indicators of big problems if left untreated. By knowing your boiler's safe operating parameters well, you can easily detect when something's off.

KNOW YOUR WATER LEVEL

The water level in your boiler is perhaps the most important thing to keep an eye on. Too much water, and you won't be able to produce useable steam. Too little water, and you can end up doing lasting damage to the entire system. That can not only be extremely costly, it can set you up for disaster. Water levels are especially important during startup, when the fireside and waterside start to work together. This is the time that too little or too much water can cause the most noticeable effects, and do the most damage.

KNOW YOUR PEOPLE

Proper training on boiler operation is absolutely crucial.

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COME SEE US:



IT STARTS APRIL
2022

BOILER 2022 | ABMA Boiler Technology Conference & Expo
April 11-13 • Dallas, TX

WARE's BOOTH #400

BOILER2022.COM #BOILER2022

HYATT REGENCY DALLAS

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The American Boiler Manufacturers Association (ABMA) will host the first and only two-day trade show geared for the boiler supply chain and focused exclusively on bringing together the boiler manufacturers and the end-users.

BOILER 2022 — ABMA Boiler Technology Conference & Expo is the only expo focused specifically on those engaged in the purchasing, operation, and maintenance of boilers! If the product is in the boiler room, it will be at BOILER 2022.

Learn more at BOILER2022.com.



PowerGen International 2022
Kay Bailey Hutchison Convention Center
Dallas TX

Show dates May 23 - 25, 2022

Booth 3750



YouTube

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Every Friday, Brent will talk about where steam and Culture intersect.

WE LIVE AND BREATHE STEAM

FUN

VIDEOS ARE INFORMATIONAL AND FUN, INVOLVING BOILERS, BURNERS AND MORE FROM AN INDUSTRY LEADING BOILER COMPANY.

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- ▶ BOILING POINT
- ▶ STEAM CULTURE
- ▶ CASE STUDIES
- ▶ WARE CAPABILITIES
- ▶ FUN WARE VIDEOS
- ▶ WEEKLY BOILER TIPS

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channel

WATCH - Common Problem fixed for boiler feedwater valves On the Boiling Point

and a **WHOLE**
LOT MORE



BOILER TRAINING In person and online

101CLASS - \$1,200.00

Is a two-day introduction to the boiler room, covering all of the important aspects from water treatment and boiler operations, to condensate systems. This seminar style, media-rich class offers a great first look at boilers for beginners, and a great review for experienced operators.

101 CLASS 2020

May 10 - 11, 2022 - Louisville, KY

Jul 26 - 27, 2022 - Evansville, IN

Oct 11 - 12, 2022 - Chattanooga, TN

201 CLASS 2020

Apr 19 - 21, 2022 - Louisville, KY

Jun 14 - 16, 2022 - Louisville, KY

Oct 4-6, 2022 - Louisville, KY

For Other Classes Offered Visit
www.wareboileruniversity.com for details

201CLASS - \$1,800.00

Is a three-day program building on the 101 foundation, but adding the full experience of our Louisville Boiler Lab, providing hands-on opportunities on many subjects with our four fully operational lab boilers. Beginners will get the full perspective of an operating system, and even seasoned operators and contractors will gain valuable insight from displays, such as our fully glass piped steam and condensate system demonstrator.

For Other Classes Offered
Visit www.wareboileruniversity.com
for details

Classes are one day

BOILER 102 - In-Depth Boiler Room, Components, Operation with Lab

Classes are three days

BOILER 201 - In-Depth Boiler Room, Components, Operation / Lab

BOILER 301 - Boiler Open/Close

BOILER 302 - Principles of Combustion

BOILER 303 - Hands on Flame Safeguard and Boiler Control Wiring

BOILER U ONLINE

Online Boiler 101 and Online Modulation Motors are available online. Experience the best boiler training program available from the comfort of your own home.

Details at - www.wareboileruniversity.com

EXPERIENCE THE BEST BOILER TRAINING CENTER EVER BUILT





NEW AND USED LIST

ALL EQUIPMENT LISTED IS FOR SALE OR LEASE AND SUBJECT TO AVAILABILITY

Unit	HP/PPH	Year	Manf.	Fuel	Type	PSI	Ctrl.
796	82,500	2016	Victory Energy Faber	(Low NOx) G/#2	Steam	350	IRI
797	82,500	2016	Victory Energy Faber	(Low NOx) G/#2	Steam	350	IRI
767	75,000	2011	Victory Energy	(Low NOx) G/#2	Steam/SH	750/750	IRI
747	75,000	2000	B&W	(Low NOx) G/#2	Steam/SH	750/750	IRI
791	75,000	2016	Victory Energy	(Low NOx) G/#2	Steam/SH	750/750	IRI
750	70,000	1996	Nebraska	(Low NOx) G/#2	Steam/SH	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
795	40,000	1986	Cleaver Brooks	Gas	Steam	260	IRI
634	800	1972	York-Shipley	G/#2	Steam	150	IRI
620	800	1975	York-Shipley	G/#2	Steam	250	IRI
SSB-55	800 XID	2021	Victory Energy	(Low NOx) G#2	Steam	250	UL/CSD-1
SSB-57	600 XID	2021	Victory Energy	(Low NOx) G/#2	Steam	250	UL/CSD-1
SB-139	500	2001	Cleaver Brooks	G/#2	Steam	150	
SB-243	400	2018	Victory Energy	(Low NOx) G/#2	Steam	150	UL/CSD1
SB-138	350	1994	Cleaver Brooks	G/#2	Steam	150	
SSB-39	300 XID	2016	Victory Energy	(Low NOx) G/#2	Steam	150	UL/CSD-1
415	250	1980	Eclipse	#2 Oil	HT/HW	954	IRI
SB-148	200	1995	Kewanee	Gas	Steam	325	IRI
SB-146	200	1995	Kewanee	Gas	Steam	325	IRI

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www.wareinc.com/careers

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 Outside Sales Executive**

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NEW AND USED LIST continued

ALL EQUIPMENT LISTED IS FOR SALE OR LEASE AND SUBJECT TO AVAILABILITY

Unit	HP/PPH	Year	Manf.	Fuel	Type	PSI	Ctrl.
SWVB4	2500	2021	Victory Energy	(Low Nox) G/#2	Steam	250	UL/CSD-1
SWVB3	1500	2021	Victory Energy	(Low Nox) G/#2	Steam	250	UL/CSD-1
SSB-56	1200	2021	Victory Energy	(Low NOx) G/#2	Steam	250	UL/CSD-1
SB-258	300	2016	Cleaver Brooks	Gas	Steam	150	ULs
SB-267	175	2022	Victory Energy	G/#2	Steam	150	UL/CSD-1
SSB-53	175 XID	2020	Victory Energy	(Low NOx) G/#2	Steam	150	UL/CSD-1
SSB-265	150	2022	Victory Energy	G/#2	Steam	150	UL/CSD-1
SB-260	100	2010	Johnston	Gas	Steam	150	UL
SB-254	100	2020	Victory Energy	G/#2	Steam	150	UL/CSD-1
SB-259	100	2021	Victory Energy	G/#2	Steam	150	UL/CSD-1
SB-238	70	2016	Victory Energy	G/#2	Steam	150	UL/CSD-1
SSB-35	70	2016	Victory Energy	(Low NOx) G/#2	Steam	150	UL/CSD-1
SB-261	50	2016	Victory Energy	G/#2	Steam	150	UL/CSD-1



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Visit www.wareboileruniversity.com for details

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the many ways it impacts our lives. Content includes everything from a discussion on the boiler room of the Titanic to different ways to cook with steam. WARE's website, www.wareinc.com, is also a treasure trove of industry information, with a wide selection of white papers and case studies and a series of weekly tips for industry professionals.

But perhaps the most unexpected expression of WARE's culture comes in the form of *The Journey*, which may be the world's only steam-themed children's book. *The Journey* is a warmly illustrated expression of the values WARE holds dear, written by WARE VP Brent Falcone, husband of Kelly Ware Falcone. Told through the young eyes of WARE's second generation, Richard Ware and Norma "Kit" Moore, the book begins with the children waiting for Santa on Christmas Eve. When they can't sleep, Ivan invites them for a fireside conversation about humanity, kindness, and integrity. While it may seem like a sweet story, it actually ends up offering an inspiring perspective on life, and the value of humanity, love, kindness, and service.

INTO THE FUTURE

Today, the company continues to grow under the leadership of the family's third generation, co-owners Ritchie Ware, Daniel Ware, and Brent Falcone. Under their guidance, WARE has expanded its operations to cover much of the Midwest and south, including Kentucky, Ohio, Indiana, Tennessee, Georgia, Alabama and Texas. The rental division continues to expand nationally, and is recognized as a leader in the industry, with one of the largest rental boiler fleets. The company currently has offices in Louisville, Chattanooga, and a newly constructed rental facility on 10 acres in Denison, Texas, located just north of Dallas.

Since its humble beginnings as an HVAC contractor, WARE has spent decades helping people live better lives. The steam their boilers produce today provides comfort in cold weather, it provides the work that moves industry forward, and it brings power and possibility to worksites across the globe. In fact, 80 percent of everything we own, touch, and interact with is touched by steam in some way. From the clothes we wear to the cars we drive to the electricity that powers our homes, steam literally covers every aspect of our lives. And, as always, WARE is proud to provide it. More than proud, in fact. Humbled.

GET SOCIAL WITH US



If you're working with a boiler you've never used before, one wrong turn of a valve could flood the boiler, damage the tubes, or create a dangerous situation. Safety is the responsibility of everyone in the boiler room, and one wrong decision can be bad news for everyone involved. So never let any underqualified or undertrained personnel do any sort of adjustment, maintenance, or operation of any kind. Furthermore, never attempt to do any sort of repair or modification for which you are not trained and/or certified. Boiler technicians undergo considerable training to do their jobs. Even something that seems easy or intuitive carries with it the potential for damage or disaster. Leave the wrenching to the pros, and keep your boiler safe and efficient.

ALWAYS LOTO

Lockout/Tagout, also known as LOTO, is one of the basic safety rules of operating any piece of machinery. Simply put, it means that if anything is going to be done to the internal parts of a boiler, all necessary safety lockouts must be engaged properly, labeled properly, and operating properly. Lockout/tagout ensures that all safety systems are clearly engaged and clearly labeled, so there are no mistakes. Trusting your memory or your routine is a good way to damage your boiler or yourself.

KEEP IT CLEAN

Boiler operation can be adversely affected by a lot of things, and contamination is at the top of the list. Any impurities, sediment, or scale that collects inside can result in uneven heating, which leads to stress cracking; and that can lead to leaks or explosions. Boiler water needs to be free of sediment, and properly conditioned with chemicals to make sure it's at the correct hardness. Sediment and scale can harm more than the boiler itself, too. Gauges and sight glass can become contaminated with impurities, which can make them difficult to read. Foreign material inside your gauges and glass can also cause them to give incorrect readings, which means your boiler could be operating outside safe parameters while showing that everything is just fine.

TRUST THE PROS

When in doubt, don't make decisions or adjustments to any part of the boiler system. Always consult a professional if you aren't sure what to do, or how to do it. Remember, boiler technicians are highly trained in everything they do. They have the expertise and mechanical knowledge to keep your boiler on task, in spec, and safe.



Daily Steam Boiler Maintenance in the Boiler Room - Boiling Point





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