

## Triple Crown Plumbing and Heating



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### TESTIMONIALS

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1. "I think Matt "Mad Dog" Sweeney is one of the most qualified heating contractors in all of America when it comes to things hydronic, especially The Steam. I've known him for years, watched him learn, watched him grow, and watched him work. He's a throwback to the days when men worked with their hearts as well as their hands and their heads. It really gets no better than this guy. He'll be there when he says he will. He'll do the job right the first time out, He'll respect you and your property, and he'll be around for you down the road. Mad Dog's aces in my book."

Dan Holohan, Host of HeatingHelp.Com, author of the Lost Art of Steam Heating, We've got Steam Heat! and a dozen other books on the hydronic heating industry.

2. "Matt Sweeney, of Triple Crown Plumbing and Heating is the only plumber that we have used while living in Floral Park for almost 10 years. Matt and his staff are always professional, reliable, meticulous, neat and fair. They have been responsive to all situations, no matter the type of job...from a simple back-up to redesigning steam heating systems. Most of all, we feel very comfortable recommending Triple Crown to our friends and neighbors."

P.S. "Tom and I feel as if we have a plumber in our 'family' – that's how we feel about the service and relationship that we have with Triple Crown Plumbing and Heating."

Valerie and Tom Florkowski, Floral Park, N.Y.

3. "Let me take this opportunity to say how very happy my wife and I are to have met you and have you stand Guardian over our heating and plumbing needs. You indeed are a rare individual who possesses a pride in his workmanship and end-product which has somehow been lost. This is not a simple feat as you must also contend with the manufacturers who are always looking to shave a few cents in cost at the expense of reliability and durability. When my wife and I decided to give the snow-melt system installation to you, we were aware that you had no prior experience. We were also aware that it was in your character to find the best system and the best installation techniques available, and that we would ultimately end up with a system that would give us many years of reliable service and pride of ownership. In closing, I want to extend my sincere thanks for the professionalism you and your staff have demonstrated to us. It seems that all too often it is taken for granted and the rude 'take it or leave it' attitude is becoming the norm. Thank you for treating us as a family. With sincere thanks, Sam."

Sam Focarino – Plandome Manor, New York

Owner of a large snow-melt system and a two-pipe, Dunham-Bush Vari-Vac Vapor heating system in his home

4. "Three years ago I purchased a 1920s house with steam heat. It was not until the first winter that I realized what a spot I had landed myself in. I had little to no heating in parts of the house and yet other rooms were like the tropics. The hot and cold areas frequently switched around, so there was no telling what I should expect. At the end of the season my gas bill was over \$700 per month during the heating season! A well-known HVAC company (who had in fact installed the boiler) was of no help after several visits (all billed separately). I knew I was dealing with the wrong people, when one of the service techs showed up and told me I had a hot water system! In my utter frustration, I trawled the web and fell upon the HeatingHelp.com Website. I called several "professionals" listed here in my area. To my amazement, some would not return calls, others would make appointments and cancel, still others would make appointments and just not show up. Meanwhile, I had armed myself with education, having devoured a couple of Dan Holohan's books on steam. I finally posted a call for help on the same website, cussing out the Industry and wondering if there was such a thing as professional. To my pleasant surprise, Matt Sweeney of Triple Crown offered to look into my problem. I was skeptical given the fact he was not really in my neighborhood, but showed up as promised, on time too! After a couple of hours listening to me vent (no-pun) and going over the house and system, he came up with a list of solutions and an estimate. He soon got to work – on schedule. Over several visits, I



*have had to change all the near boiler piping, install many new vents, and add some TRV's (Thermostatic Radiator Valves) to several radiators. The heating system had been poorly-patched by the previous owners, and needed some serious upgrading. Bit-by-bit, the heating in my home has become reliable, consistent and even. Matt and his men have spent many painstaking hours achieving this and his original estimates have stood fast! He is reliable, responsive, and has patiently responded to all my lengthy emails and queries in attempting to fix the problem. He is obviously knowledgeable about steam – a rare quality these days as I have learnt, and has relentlessly ironed-out the kinks in my system. I am left with radiators that consistently exude gentle warmth, on demand. He has been true to his word, and despite the distance, has come out to my place as frequently as needed to fine-tune my system. My experience with Matt has been nothing short of a pleasure and renewed my faith in the professional. While in the midst of this project. I decided to put a sunroom on the house and thought about using radiant heat in the new slab. My experience with Matt made him the obvious choice to install this. Again, despite my General Contractor's resistance to this idea, and his less than full cooperation, Matt has done a terrific job – neat, efficient, and bang-on his estimate – despite coordination obstacles put up by the GC. I am certain that I am unlikely to encounter anyone in the service industry as reliable, straightforward, and knowledgeable as Matt and I would heartily recommend him to anyone that needs a steam and hydronic heating professional."*

Prameet Singh, MD. Owner of a two-pipe vapor system, Bronxville, N.Y.

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5. "A few years ago, we purchased a house with steam heat. We were told that it was an old technology, but that steam heat is the "best" heat. It slowly became apparent that the system was using all too much water. A leak in the basement proved to be coming from leaky radiators. Over the first two winters, we tried two different plumbers who never addressed our problem in its entirety. One company really screwed up when we asked them to install an automatic water feeder. Well, that's enough of the problems. Finally, I realized we needed an expert. I did research online and found Dan Holohan's website, read one of his books on steam heat for the homeowner, and found Matt Sweeney's phone number.

When I called Triple Crown Plumbing, the first thing that differentiated them from other service providers, was the excellent staff that handles the phones. That is always a good sign. Matt assessed our situation and came up with a proposal for addressing our entire steam heat system. As we could not afford an all-new system, he suggested a plan that was affordable yet accomplished our goals. He explained what else could go wrong in the future. We are very pleased with his work and the professional manner he handled the job. We since have used Triple Crown for an unrelated plumbing repair on our water heater. We plan on calling Triple Crown for all our plumbing and heating needs in the future. We would recommend Matt Sweeney and his company, Triple Crown Plumbing and Heating to anyone looking for a professional plumber."

Richard Rosenfeld – Massapequa, New York

6. "Dear Mr. Sweeney: I want to take this opportunity to express my thanks for you continued good service. Your company is quick to respond and employees are always courteous. You are competent and very thorough in your analysis of problems and ability to correct what is wrong. We had extensive renovation to our home, and you worked easily with the building contractors to make the required work be completed in a timely manner. There was no task that you were not able to complete to your high standard. You worked on our home as if it were your own. I recommend Triple Crown to all. You set the standard for others to follow. It is a pleasure to do business with you."

Walter E. Gosden, Village Historian, Floral Park, New York

7. "Dear Matt: The board of 364 Tenant's Corporation asked me to write to you to let you know how pleased they have been with your service. It is very important to have a reliable plumber that they can count on – especially in an emergency. We will continue to use your company for all our plumbing and heating needs and will certainly recommend you to others.

Sincerely, Kathy Roberts, manager, 364 Tenants Corp."  
Kathy Roberts, Dougall C. Frasner Jr., Real Estate Inc, Garden City, New York

8. "About 4 years ago when I moved, my new house (actually 50 years old) had an ancient oil burner that was on its last legs. I wanted to upgrade the entire heating system, so I began to get estimates from all the usual suspects in town (Garden City). The owners of these outfits came, looked over the job quickly, were polite enough, although I don't think they listened much, and sent me their estimates which were not very informative, other than the price. Not being too excited by any of my choices so far, I kept asking around and luckily, got a glowing recommendation from someone who told me he had worked with Matt Sweeney and that he was a great plumber and that I wouldn't be sorry if I used him. I was immediately impressed with Matt. He listened carefully, took his time to familiarize himself with the heating system, discussed several options – at length – with me and patiently addressed all my concerns. When I told him I expected a certain high-level of craftsmanship, he kind of lit up, and he proceeded to tell me that he prided himself on that exact thing... that no corners would be cut and only the best materials would be used. I especially liked the fact that Matt was the only owner that would be personally running the entire job. When I got Matt's estimate in the mail a few days later, I knew I had the right guy. He specifically laid out



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9. "I was recommended by my architect, Todd O'Connell of OCG Designs, and have been a customer of Triple Crown for approximately three years. They initially replaced my hot water heater, and several months later did the plumbing work for the remodeling of our master and guest bathrooms. All the plumbing was replaced and radiant heat was installed in both bathroom floors. The plumbing ran from the basement up to the second floor (behind a finished wall with cabinets), which was a huge feat in itself. As a retired home improvement contractor, I was very impressed with the quality of work performed, including the cleanup. My wife particularly like how careful they were in covering up the carpets and floors for protection. Everything was top-notch! The service was professional in all respects and I can't say enough about Matt and Don. They were professional, knowledgeable, and personable too! They even patiently answered my wife's million questions! We did not hesitate to leave them in the house alone. I recommend Triple Crown most highly and without any hesitation. In my opinion, you won't find a better plumbing and heating company around.

Best Regards, Jim Berg"

Jim Berg, Rockville Centre, New York

10. "My husband and I recently purchased our first house, which has steam heat. When we noticed the valves were spitting and leaking, we called a plumber who assured me he could work on a steam heat system. The plumber arrived, and right away said we needed to replace my boiler, remove all the steam pipes and radiators, and install baseboard heating. He did not even turn the boiler on! When he sensed my shock, he then said that he would replace some of the "breathers" (even though I knew they were really called air vents), but that the only real solution was a full replacement. He did replace the "breathers" and right away the hissing was louder. The problem was worse than before! I then went online to learn about steam and found Triple Crown on the "Find a Professional" feature of Dan Holohan's HeatingHelp.com. All I can say is Thank You! The technician, Matt, came over after an already-long day, a Friday evening. He spent several hours going over the whole system. He identified the problem right away and then corrected it. All it happened to be was boiler pressure was too high and a bad main vent. He had them right on the truck. He was honest and sincere. Now I have heat and it doesn't make a sound. I would recommend this company to anyone with steam heat problems. I could not stop raving about how great the service was - I was very impressed! Not many companies will send someone out @ 6:30 p.m. on a Friday evening, and, not many technicians would have stayed as long as he did to make sure the problem was fixed. Turns out I didn't need a new boiler or entire heating system at all. I just wish I had found you guys first."

Jean Vitale - West Babylon, New York.

11. "We found Triple Crown about 4 years ago after the local hardware store raved about them. We had gotten other estimates for some work, but were impressed with Matt's presentation and sincerity. Since that first job, and now in our second home, Triple Crown has done many different jobs for us, including a large dry well, new laundry room, gas appliance hook-ups, and toilet repair. The work is always high-quality, at an acceptable price, and they are always very reliable. They have been very responsive to emergencies too! I even recommend them to several friends and my parents."

Joan Waldron, D.D.S. - Garden City, New York

12. "Matt: I just wanted to extend my thanks for a JOB WELL DONE! Your expertise and dedication is far above what I expected. From my first call to Triple Crown Plumbing and Heating to get advice on my gas/steam boiler problem through the installation of the new steam boiler and water heater, I was provided superior service! I have never had any tradesman start a job and spend 17 hours straight on one day to ensure my family had a warm home. That is service "above-and-beyond the call" as far as I am concerned. I must also let you know that I never knew how quiet steam heat could be. In the 25 years I've owned the house, I was always aware



*everything we had discussed and put in writing that only the best materials would be used, listing them by brand-name and guaranteed in writing that I 'would not see finer craftsmanship or more attention paid to detail from any other company'. And, his pricing was very competitive! When work was started, I was not disappointed. In fact, Matt's work exceeded my expectations. Every detail was done to perfection. Any difficulties that were encountered were always handled the "right way" as opposed to the "easy way." Work moved along briskly as Matt and his courteous crew showed up every day for a full day's work until completion. Obviously, I was extremely impressed with Triple Crown and strongly recommend them to anyone who wants the best. I've told Matt, 'feel free to give my number out for reference. Once they see your boiler installation, your painted manifolds, and even the custom plaque you had made for us, they'll see the difference for themselves.'"*

Pat Lyons, FDNY Captain, Garden City, New York

Owner of an 8-zone Burnham heating system with 3 zones of radiant heat

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when the heat was coming up due to noisy pipes in the wall and noisy radiators. After you installed the new boiler, I no longer hear banging pipes or radiators. As a matter of fact, the only way we know the heat is on is that the radiators are warm. I must also comment on the thorough job you guys did. Your attention to little details, especially cleaning and painting both the steam and water piping, put the finished touches on a very neat and clean job. It is very apparent that you take extreme pride in your work. I would and will highly recommend Triple Crown Plumbing and Heating to anyone for their plumbing and heating needs, but especially to someone looking for help with their steam heating system. Again, my family and I would like to thank you for your commitment and service. WARM regards."  
John J. Dybus – Wantagh, New York

13. "Dear Matt: Thank you for helping me with the plumbing repairs and installing the condensing boiler for my new extension with the radiant heat. As always, the work you and your company performed was superior. The work was clean, the workers professional, and above-all, the quality of the job succeeds ALL plumbing/heating work I've encountered. As a licensed architect in both residential and commercial construction, I've been across many tradesmen in the plumbing/heating field. You will continue to be the only company I will trust to do work in my home. And, furthermore, your company will be the only one I will be comfortable recommending to my clients. Thank You for your continues service. It's been a pleasure working with your company.  
Sincerely, Todd O'Connell, Architect"  
Todd O'Connell Hauppauge, New York  
Owner of a high-efficiency, condensing boiler on a radiant system

14. "Hi Matt, Thank you for the excellent plumbing and radiant heating work you have recently done in our home. The work for the two new bathrooms was quite extensive and tedious. You worked diligently in to the night, just to get our water system back up and running. You conducted business in a professional, dedicated manner, and, the end result equaled total satisfaction for us. We'd certainly recommend you as a five-star-rated plumber!"  
Sincerely, The Lewis Family, Floral Park, New York

15. After purchasing my 70 year old Colonial house in early November of 2004 I knew I was in trouble. My very old one pipe steam heating system was burning oil at a rate of almost \$600.00 per month! What made it worse were the radiators. Some were very hot, some were warm and some were ice cold no matter how long the boiler ran. If this wasn't bad enough I was dealing with a hot water loop that was intended to heat two thirds of my first floor living area but in reality never even got warm.

We made it through that first winter with plenty of blankets and plenty of firewood.

When the spring came I knew I had to do something, but I was overwhelmed with "advice". The oil company I was using said I had "a fine old boiler and it didn't need replacing"...no surprise there.

The gas company offered to convert me to gas with what they assured me would be a good system. But no one would address the lack of heat coming out of the steam radiators and hot water baseboards.

I needed someone to assess my whole heating package and advise me what was best for me. By chance I stumbled on to a web site, [heatinghelp.com](http://heatinghelp.com), and a professionally run company, Triple Crown Plumbing and Heating.

Matt Sweeney is Triple Crown Plumbing and Heating! He came to my home and did not try to sell me anything. He carefully looked at the complete system, including all the radiators and baseboards, and then sat down and gave me a much needed education in the Art of Steam Heat.

He explained how my system wasn't properly vented, both on the mains and on each radiator. He assessed the hot water loop and pointed out design flaws (undersized piping and air in the system) and assured me he could and would correct it with minimal expense.

Most importantly he spotted a potentially dangerous condition in venting the CO out through the chimney. Matt proved to be a literal life saver and



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16. "We own a 100 year-old home with steam heat. When we bought the home, we knew we would be putting some money in to the heating system, but we never knew what was involved with finding the right partner. In our first year of ownership, we had initially signed up for an oil contract that included 24/7 service on the boiler. The service was consistent....clean the burner, change the nozzle, fire more oil in to the chamber, with the explanation being '...the heat will get up to the radiators....eventually.' All of the advice and adjustments did nothing to improve the performance of the system. The only thing we did notice is increase of our yearly oil usage. I had had enough and set out on a mission to find SOMEONE who really knew the art Art of Steam Heat...someone who had studied the craft and employed it with a Modern-Day mindeset. After searching online and speaking to countless others in the heating and A/C industry, and trying out a few independent specialists, I found Matt Sweeney and Triple Crown Plumbing & Heating.

When Matt came over, he immediately started to analyse the system in a way NONE of the dozens who preceded him - and failed - did. He spent two days just watching and listening to the system before he even gave us his input on what was needed. He informed us that our system was actually a quite unique type of a two pipe vapor sytem that not only had traps on the radiators, but also had Loop Seals in the basement as well. He then began to explain - in great detail - that the main reason that the heat was not getting out to the radiators efficiently was that there had been many different manipulations, changes, and alterations that had been made to the system over the years. Furthermore, he told us how these changes along with some other issues had taken the system far away from its original design and functionality. Matt gave us a price, a plan of action, and a satisfaction guarantee and then went to work. His seld-assuredness of the system and the changes he was about to undertake stood out head-and-shoulders above anyone else who had tried to solve the problems in the past. As a matter of fact, Triple Crown had inherited our job after a previous "steam specialist" had abandoned his efforts, left us with a gaping hole in our living room, and was no longer returning our calls.

The first job Triple Crown performed was the one that brought our steam vapor system back to its former glory....when Mr Jones (of Long Island's Jones Beach fame...first owner of the home.) had it installed in the Early years of the Twentieth Century. Matt and his crew not only brought back the system to its intended design, giving us ample heat in ALL rooms, but we immediately saw a 15% reduction in oil usage as well. Now, the whole system was hot in ten minutes versus 40 minutes. The next job we wanted was a full boiler replacement. Matt suggested that we wait a another year or two as the boiler had a some life left in it. He also wanted the system to settle in to the new adjustments for atleast a season. Two seasons later, we were ready and Matt returned to take measurements again to make sure the right sized boiler would be installed. In fact, we were able to drop several sizes with the New Burnham small commercial oil/steam boiler and Carlin Burner. The result ANOTHER 20% savings in oil consumption. That is a 35% reduction overall!

For a large home like this, the savings are significant.

The most recent jobs Triple Crown performed were that of a staple up radiant heat job for our previously-cold kitchen (When we remodeled no one thought to do a heatloss and see what heat load was required for the area. We had one small recessed radiator that just wasn't cutting it.) AND extensive, underground, outdoor gas piping to our new open air patio & woodburning fireplace and gas cooking BBQ. Triple Crown installed an indirect hot water storage tank piped off of the new steam boiler that serves the radiant for the kitchen and an air handler for our finished attic. The custom kitchen and butler's pantry encompassed 1000 square feet of Beautiful, tumbled - yet cold - marble. The outcome was even, consistent heat in a critical room where my family spends a great deal of time. The radiant job is so efficient in every regard: We can't get the family OUT of the kitchen anymore! It was another perfectly-designed and executed job by Triple Crown.



There have been many impressive jobs performed by Matt Sweeney and his crew at our home, and through all of them, Triple Crown has stood up to their guarantee of ultimate satisfaction. They have never hesitated to come back and tweak things if things get out of whack (as old systems can do). In our estimation, there is no one comparable that can offer the type of service, level of professionalism and true understanding of the dying Art of Steam Heating than Matt Sweeney and his team at Triple Crown. They truly are The Thoroughbred of The Industry!

The Paternosters  
Laurel Hollow, NY

17. "Last year, I had a problem with my steam heating system: No heat to the second floor unless I raised the thermostat to 80. I have tenants and this arrangement was not only not efficient, but costing me an arm and a leg! Consulting with two separate local companies, both of whom are in business for close to a hundred years with excellent reputations, I might add, came in to assess the situation. I was appalled at their recommendations. The first company told me I needed to add a separate boiler and zone of heat for the second floor at a cost of \$9700.00! The other company said the same thing but about \$1000.00 less. I am almost 93 years' old and worked as a Registered Nurse for almost 60 years. I am not a fool. I remember when the system worked well and I knew I just had to find a knowledgeable person on the system. I spoke to my daughter who lives down South and asked her to please get on the computer and find me someone to help. She got on the internet and found a great website called Heatinghelp.com. After a search on the Find A Professional section, she was astonished to discover that indeed we had a steam heating expert only two towns away in Floral Park. When Matt came to the door I couldn't help but tease him that he couldn't be a steam expert because he was too young! Anyway, within ten minutes Matt found my problem and Viola! His repairs cost me around \$500.00. The second floor get nice and toasty now. I recently had Triple Crown back to install a new water heater and replace a sump pump - no problems there. Very happy. Thank you Triple Crown."

Sincerely,  
Nan Smith  
Garden City Park, New York

18. "Matt Sweeney and his guys at Triple Crown really care about what they do and it shows.

After years of enduring problems with the steam heating system in our 130-year-old National Historic Register home, we had nearly given up on ever feeling warm during the cold winter months. The home overlooks The Sound from a bluff and it can get really frigid. At first, I was hesitant to pay another person anything to come look at our system, but after checking around, seeing the Triple Crown website, and seeing the time Matt spent diagnosing the system, I knew we had finally found The Guy who could fix this. I wrote the check for the consultation fee that day with confidence. Matt spent several hours assessing the system and then explained, and put in writing his prescription in terms that I could understand. He not only found that our system no longer had proper vents, but also discovered that the boiler was very under-fired and producing dangerous levels of Carbon Monoxide. Next, he found that the gas meter was drastically undersized as additional boilers and equipment were added over the years without permits and haphazardly as well.

This was the middle of winter with the weather in the single digits, so we needed help fast. Matt got right on it especially since, Eleanor, our 95 Year Old companion was really cold. The first thing they did was rebuild our boiler's firebox and replace the gas conversion burner with a proper-sized unit from Riello and then he added vents in strategic locations. This got the heat working 85-90% better. Next, they repiped the gas meter header with the proper-sized meter and brought the gas utility in to hang the new meter. This brought the system 100% full circle. Triple Crown completed the work for the exact cost and in the timeframe they promised. They worked closely with our Building Dept, (Which is very strict in an Historic Town like ours) and Plumbing inspector and made sure all permits were secured and even that the non-permitted work was finally put through. We not only stayed warm, but we also spent a lot less on our gas bill since then due to the efficiency of the upgraded system! "

Paul Bianchi



Sea Cliff, New York

19. "Mr Sweeney,  
I am writing this letter to let you know how impressed I was dealing with your company. Your workmanship was even more than I had hoped for: taking the time to explain the workings of my new boiler; cleaning up after the job was done; and, finishing the job on time. I will tell anyone looking for a great plumbing and heating concern, that they could do no better than your company."

Robert Barhold  
Stewart Manor, New York

20. "Dear Matt:

*I just wanted to say thank you all your efforts in fixing my single-pipe steam system in this 75 year-old Multi-family building I recently purchased. I knew the steam wasn't getting to the far side of the building because it was condensing too soon. The problem was trying to figure out why. The building has a good 30 year-old cast iron Slant Fin boiler that appeared to be operating normally, but I have to admit.....this one had even me puzzled.*

*Being a professional engineer with some knowledge of steam systems, I checked all the usual problems (i.e., boiler sizing, radiator valves, pipe pitch, and so on.) I also contacted several local plumbers, so called experts in steam systems who basically wanted to do what I had already done. It was a pleasure to meet someone who actually took the time to troubleshoot the system-as-a-whole, think "outside-the-box" instead of just randomly changing parts.*

*Your methodical approach to diagnosing the system was fantastic and should be the industry standard for trouble shooting steam problems. First, you noted that there were plugs where there were once main vents. You built a manifold with a half-dozen vents on each main that looked like giant copper lollipops. After doing this, the system's heat distribution improved dramatically, but you continued. You then had me reinsulate the large mains with a high-quality white fiberglass insulation, giving me your discount so as to save me money. After determining that the boiler sizing was correct, based on the amount of radiation in the building, and that all the usual items were ok such as piping, radiators, and air valves, you then focused in on the fuel gas side of the system. By first clocking the gas meter, you determined that the boiler was only getting about 50% of the volume of fuel that it needed. I have never seen anyone do that before and was also very impressed when you discovered that the gas valve was the wrong size for this boiler. The previous season another plumber had replaced it without any thought. I have to admit that I thought changing the valve would solve all the problems, and was very surprised when it didn't! I think at that point, 99.9% of all plumbing and heating personell would have given up.....but not you. By putting a manometer on the gas line, you then discovered that the gas main was not delivering adequate volume of gas to the building. Then, you truly went above-and-beyond the call by waiting at the building for some 12 hours (In freezing weather) for the gas company to arrive. Sure enough, the gas company's regulator coming in to the building was bad and needed to be replaced. You stayed on for several more hours to make sure the man from the gas company did not leave my tenants without heat, although he was called away several times by his supervisor. Upon re-firing the boiler, the difference was immediate: The boiler was finally able to generate enough steam to heat all those previously cold areas in a very short time. The system was now 100% again.*

*Be assured, I will be referring your company whenever I can. It was a pleasure to meet a true professional who takes pride in his work and is not just concerned about the money. Please also feel free to use this letter in all your promotional activities. Thank you."*

Professionally yours,  
Joseph A. Pasaturo PE  
Principal

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It is ultimately more important than saving fuel and money.

I knew I had the right man for the job. And that's what you get with Triple Crown. You get people who actually care about your safety and comfort and companies who aren't looking to increase their bottom line. What Sweeney is a guy who "gets it". He knows if you, the customer, is happy he's done his job.

My first heating season after Matt worked his magic I realized instant improvement.

I used 35% less fuel! Even though my cost per gallon increased by 22% I still saved 15% in actual dollars. I was amazed!

Most importantly Matt brought safety and comfort to my home and you can't put a price on that. I can't recommend Matt Sweeney and Triple Crown Plumbing enough.

Steve Andress  
East Rockaway, NY

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## TESTIMONIALS

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21. "My wife and I have lived in our house for 14 years. The house was built in 1927 and we love it more now than when we bought it...one problem...the house had an old boiler and steam heat that was fine until a few years ago when the boiler had to be replaced....We of course had the work done by our local oil company.....big mistake....they obviously had no idea about steam heating. Matt explained why the FIRST, new boiler cracked after only a few months service: a very poor and incorrect piping job of the near boiler components...many months and ANOTHER new boiler later, I began to educate myself with Dan Holohan's book, WE GOT STEAM HEAT. After reading this book, I realized we really needed a Steam Heating professional. We found Matt on Dan's site, Heatinghelp.com, at the Find A Professional section. When Matt came out for a field visit, I believe his first words were....'What a mess!' He studied the entire system, walking through all the rooms in the house and even went in to crawl spaces. He wrote up a report at the end that made it very clear what was wrong, how it was to be fixed and what it would cost. The installers had wrongly piped the boiler AND used copper on the near boiler piping...a real no-no. I was convinced he was the right guy that second! I was right. Matt and the guys from Triple Crown tackled the job in the dead of winter...stayed on the job till late that night, and replaced all the boiler piping with black threaded pipe and cast iron steam fittings. He added new Main vents in the crawl spaces and throughout the house. I am pleased to say the least.....The system is now working as if the old-timers in Dan's books (The Deadmen) had installed it. We recommend Matt Sweeney and Triple Crown Highly."

Tom and Jackie Fumai  
Huntington, New York

22. "Matt:

*I wanted to again thank you for solving the "steam" heat problems that have plagued us since moving in to our 1924 English Colonial in Rockville Centre two plus years ago. Our first winter, we realized that the radiators did not hold their heat for very long, the heat throughout the house was quite uneven, and some rooms were too cold and others very hot. The coldest rooms were those of our two young daughters. Below is our testimony to your fine service.*

*'We decided last year to have a new boiler installed with the hopes that this would correct our heating problems. Although, the technician we hired installed a top of the line Burnham steam boiler and did an adequate job installing it, he was never able to solve our original problems! He did come back many times to clean and try to tweak the system to no avail. At this point I was ready to through him and this boiler of his out the door! I became so frustrated, that I fianally decided to turn to the internet to do some research on steam heating systems. At Heatinghelp.com, on the Find a Professional section, I found 'The Nassau County Steam Specialist from Triple Crown,' Matt Sweeney. After checking around, I was told he was the best in the business. In fact, after reviewing the Triple Crown website and the testimonial page, I saw that one of my neighbors, Jim Berg, was one of the referrals. Jim spoke very highly of them, telling me about the plumbing and radiant heating that they had done in his home. So, I set up an appointment with Matt and he came over and we went over everything. He made a number of recommendations that seemed very practical. He said installing insulation on the pipes, larger main vents, and a THOROUGH cleaning of the boiler was still needed. When he came back to do the work...he then began his magic.*

*In conclusion, within a couple of days, the system was running exactly the way we had hoped. I am not kidding...every room is comfortable now. No more extremes...rooms too cold..rooms too hot! What really surprised me is how well the radiators now hold their heat after the boiler shuts down. I am sure we will see a savings in our gas bill.*

*Once again, thanks for your help, Matt. We intend to have you come back*



*in the spring to install that radiant heat you talked about in the sunroom.  
We would have no other work on our heating system!"*

Sincerely  
Bill & Teri Nugent  
Rockville Centre, N.Y.

23. *"Dear Matt:*

*I just wanted you to know how much I like the radiant heat you installed in  
my bathroom.*

*At first, I was skeptical , I hoped it would be enough heat for the room  
because it was always cold before. Now, I'm sorry I don't have radiant heat  
throughout the rest of the house. The bathroom is now the warmest room  
in the house. Thanks for a job expertly done. "*

Sincerely,  
Mary Lou Caccavale  
New Hyde Park, N.Y.

24. *" I was very pleased with the service...the plumbing is now working  
perfectly....you guys are the best!"*

Hilda Swierszcz, Floral Park, N.Y.

25. *"....nice people...respectful, honest, courteous and hardworking too!!"*

Edith Maiorino, Franklin Square, N.Y.

26. *"Fantastic workmanship. Great job."*

John Mignona, Floral Park, N.Y.

27. *"I am very satisfied!"*

Mrs Abbondonza, Floral Park, N.Y.

28. *"The plumbers were very polite and pleasant."*

Julie Coyle, Floral Park, N.Y.

29. *"I was very happy with your services....Thank You. "*

John O'Donohue, Floral Park, N.Y.

30. *"Very happy...arrived on time and was neat and professional. Keep up  
the good work!"*

Carol Stanis-Sullivan, Floral Park, N.Y.

31. *"Great work as always...."*

Andrew Young P.E., JD, Floral Park, N.Y.

32. *"Mechanics were very neat and very polite whcih was important to us."*

Robert Schneecloth, Plainview, N.Y.

33. *"Reliable work, excellent job in a timely fashion...would definitely use  
again."*

Laura Ferone, Floral Park, N.Y.

34. *"Everyone was so polite."*

Edward and Barbara Ortutay, New Hyde Park, N.Y.

35. *"Excellent work!"*



Mike Callaghan, Floral Park, N.Y.

36. *"Thank you! - you guys have been great - a rare pleasure compared to other companies."*

Loiuse Bongiorno-Heidecker, New Hyde Park, N.Y.

37. *"Response and job very good."*

John Lutter Sr., Floral Park, N.Y.

38. *"Matt, thank you so much."*

Winnie Townsend, Elmont, N.Y.

39. *"Very good work!"*

The Lauffers, New Hyde Park, N.Y.

40. *"Albert was very good and so was Matt, the last gentleman you sent on the last repair."*

Margaret Alix, Floral Park, N.Y.

41. *"Thank you for a job well-done...at a moment's notice."*

The Whites, Garden City, N.Y.

42. In 2004 we expanded our home from 950 square feet to 3200 square feet. While doing this great extension, we also decided it was time to upgrade the heating system. We chose a low temperature radiant heating system under all our wood floors and even in the large car-restoration garage we added on. In the garage, Triple Crown relocated a new Peerless Direct Vent oil boiler and Riello oil burner. They also added a large Phase III indirect hot water storage tank. They then added a new oil tank in the back. The new system has 6 computerized heating zones, lots of really impressive piping (they call it an "injection system") and a Tekmar outdoor reset control that monitors the outside air temperature and fires up the boiler on an as-needed basis and only at temperatures that are necessary to take the chill out of the house. This system is quiet, efficient and very comfortable!

After comparing oil usage statements from previous years, we were amazed that although we more than tripled the size of our home, our oil consumption has remained the same!!!!!!

We would like to thank Matt and Jim from Triple Crown for such a great job and all their expertise.

Bill and Kathy Balnis  
Hicksville, New York

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As the investigation progressed, it became clear that the problem was not with the boiler itself, but with the control system. The boiler was a standard industrial boiler, and the control system was a standard industrial control system. The problem was that the control system was not properly calibrated, and this was causing the boiler to overheat and shut down.

Testimonials

Several years ago, I was doing major construction on my home, which included replacing the old steam radiators. During the job, my boiler died and I had to shut down the water supply to the house. Almost immediately, the pipes started to leak and water was constantly spilling from the radiators. After more than a month of troubleshooting, the original plumber still could not resolve the problem. I was very frustrated and was looking for a small repair shop that could fix the boiler. One of them, looking at the boiler piping, said, "Now this is how you should do it." I was very impressed and decided to go with a superior system that would improve comfort and cut my fuel bill. After that week, they installed a Hydrex G-25 boiler and the Automatic Liquid Reset Control (ALRC). The new boiler was much smaller and quiet. To our untrained eyes, the boiler was working perfectly. I was very happy and the boiler was working perfectly. I was very happy and the boiler was working perfectly. I was very happy and the boiler was working perfectly.

Scott and Melissa Turner - Fort Washington, New York

Let's start with the boiler that was during a cold snap. Matthew and Albert sat down with me and offered us some choices of equipment. We decided to go with a superior system that would improve comfort and cut my fuel bill. After that week, they installed a Hydrex G-25 boiler and the Automatic Liquid Reset Control (ALRC). The new boiler was much smaller and quiet. To our untrained eyes, the boiler was working perfectly. I was very happy and the boiler was working perfectly. I was very happy and the boiler was working perfectly. I was very happy and the boiler was working perfectly.



contacted Dan Holohan, the author of "We Got Steam Heat," and probably the worlds' most knowledgeable person on steam heating systems. He dedicated the book to Matt and recommended him to do the job.

Matt came promptly, did an assessment, and gave me an estimate. He seemed to know exactly what he was looking at, but having been burned numerous times in the past by plumbers who "repaired" the system but fixed nothing, I was dubious. I asked a million questions and we emailed back and forth about 40 times. I'm sure I win the award for world's most annoying potential client.

When the work finally began, it was apparent that I was not dealing with your average plumber or heating specialist. Not since my days working as a VP on Wall Street have I seen projects managed this professionally with a clear project plan, critical pathing, and finely detailed daily goals and deliverables. Matt and his associates arrived punctually and worked in a very focused manner. They were polite, professional, creative, and extremely knowledgeable in the art and science of plumbing and heating. Another very wonderful attribute of Triple Crown is that their work is amazingly clean and considerate - minimizing the amount of damage to my home. They took the time to plan and route the piping in ways that did not destroy the integrity of the moldings and original materials that make my home special to me. The work was done on time and within budget.

Now on the other side of this project, in a house that is actually warm in the winter, I feel very lucky and grateful to have found Matt Sweeney and Triple Crown plumbing and heating. I recommend him with highest accolades to anyone who has a challenging heating or plumbing issue and values quality work and workmanship.

Susan Davis-Stemp

#### CONSULTING PROJECTS

46.

*"I hired Matt Sweeney to be the steam heating consultant for my home and would recommend him absolutely. Since new, residential steam heating systems have not been installed for decades, there is a lack of true steam expertise in the marketplace. Many profess to be experts, but most are clueless and can easily convince you otherwise if you are not informed. After spending some time with Matt, I quickly was able to spot the less gifted steam "experts." Unfortunately, I had to get quotes from a dozen installers until I came across a few good ones. Given the distance and the scope of work I needed done, Matt would serve as my consultant and help me with a plan to sort through the bids.*

*Matt analyzed the system - and its inherent problems, spec'd out the size of the new boiler, suggested brands, and reviewed the bids. We had recently moved in to a home with a boiler that had failed in less than 13 years. We didn't want to revisit this problem, again. Matt was most helpful in detecting factors in the system that contributed to this boiler's short life. Matt came when he said he would and went beyond the call of duty in responding to my numerous phone calls and emails as the job progressed. He takes great pride in his work and knowledge of heating and it was a pleasure working with him.*

*I recommend that you hire Matt as your consultant to steer you through the jungle of misinformed steam vendors and so-called experts. He'll save you time, money, and shield you from aggravation. And, your steam system will finally heat the way it was meant to, evenly!"*

Glenn Kaufman  
Town of Irvington  
Westchester, N.Y.

47.

Summer 2006  
Dear Matt:

My name is Dexter Kenfield and I am the President of a 120-Unit Cooperative Apartment building that overlooks the Hudson River in Riverdale New York. The Building is managed by Bonnie Crest Management. This 7 story building has steam heat throughout the units,



with each unit averaging between 7-10 radiators. After reading Dan Holohan's Lost Art of Steam Heating and We Got Steam Heat, spending some time on Mr. Holohan's Website, Heatinghelp.com, and speaking to him personally, you have emerged as the man who can help us. Currently, the system is running at a pressure in excess of 5 p.s.i., has very poor steam distribution and is very unbalanced. Some coop owners are freezing while others open the windows in the dead of winter. Although this is a very large complex, the fuel oil bills are A lot higher than similar buildings managed by Bonnie Crest. It hasn't been easy, but I have managed to convince the other board members that we need someone really GOOD?someone who REALLY knows steam, Clearly, you do!

THE DAY AFTER THE CONSULTATION: Matthew, Thank you for your help yesterday. Everyone was tremendously impressed with your experience, demeanor, and professionalism. You stayed until all questions were answered and the doubters were thoroughly convinced of your findings and recommendations. We have forwarded the recommendations to the contractor who will be making the corrections to the system and I will keep you posted on the results.

DURING THE HEATING SEASON THAT YEAR: We continue to get positive feedback on the improvements that you had suggested and were implemented. We still have a long way to go, but our residents really appreciate it and can see/feel the improvements.

JUNE 2008 ? ANNUAL BOARD MEETING: Upon review, we found two interesting things to note:

1) Our fuel oil CONSUMPTION was down 20% from prior heating seasons. 2) Fuel EXPENDITURES were up 30% due to the oil markets going haywire. Like everyone else, this messed up our budget projections, but we will get by. Although the weather was a bit warmer I personally believe 80% or more of this fuel usage was thanks to your recommendations. Besides the savings of oil, the residents are much more comfortable, so complaints are down. Change comes slowly around here, so we have still not implemented all of your recommendations, but they can only help lower our fuel usage. Thank you, Matt."

Dexter Kenfield, President

48.  
Matt is as good as they say!

We purchased our first home in June 2006, a 76 year old Tudor in Westchester County, NY. One of the conditions of the purchase was that the sellers would convert the heating systems from oil to gas and install a brand new Dunkirk boiler to replace the aged steam boiler for the original part of the house, and the smaller hydronic boiler for the newer part of the house. Since we were effectively purchasing the new systems, I asked the old owners if I could speak with the heating contractor so that we could better understand what he was doing and so that we could possibly upgrade anything he was installing to make it more efficient.

We were new to the community and had never owned a home before and the heating contractor came highly recommended from the real estate broker as well as having worked in the town for almost 30 years. He assured us that the system that he was installing, a Dunkirk 8 chamber steam boiler with a flat panel Bell and Gossett heat exchanger was a terrific way to go. This would allow us to only have one boiler to run and maintain and the hydronic system would run using the excess heat capacity of the hot water in the new steam system. He also told us that there was no more efficient steam boiler (81% or so), and that there was nothing that we could do to make the system run more efficiently or upgrade it -- we would have terrific heat and be thrilled with the system in the fall and winter! He told us that his 1 year warranty would transfer to us as the new owners as well. We couldn't have been more excited to get a new heating system.

We moved in during the warm months and didn't need to run our heating system until mid October. When we first turned the system on, several of the rooms with steam seemed quite cool and the hydronic pipes never seemed to warm up very well either. We contacted the heating contractor who installed it, and he came over and told us that he needed to clean the system. After he left, that night the heat still didn't work adequately. When we spoke with him the next day, he told me that he we would likely have



to replace one of the hydronic system's circulators since it was failing and not included in his warranty. I didn't really understand all of this and was a bit annoyed but agreed to it. The next day we still had problems with the heat. This time he said that he had never wanted to put in the flat panel heat exchanger and that he was coaxed into it by the old owner and by the heating supply house, but that he never wanted to do it. When I told him that he had never told me any of this when we spoke that past spring, he got nasty and told me that we were not his real customers and that he didn't remember making any sort of promises about his system or transferring his warranty to us. I told him that regardless of what he remembered or not, that the new system was not producing enough heat and that we were greatly displeased. He told us that he'd come over again on Monday but that he wasn't sure if there was anything more that could be done.

Thus began my research to resolve this issue. First I contacted my building engineer who recommended that I get in touch with Dan Holohan, a man he had heard speak at a conference about steam heat. Independently, I found the Heating Help.com website. When I wrote to Dan, he recommended that I post my issue(s) on The Wall Forum and see what kind of advice I would receive from the professionals around the country. Upon posting photos of our units and the installation, I got numerous passionate responses from heating experts from around the country telling me that the person who installed my unit was completely incompetent. The unit had not been installed correctly (didn't follow any of the near unit piping in the installation manual -no Hartford loop or equalizer, etc.) and he used copper piping instead of black steel. Additionally, there seemed to be a great amount of disagreement about whether or not it made sense to use a flat panel heat exchanger at all, or to just use 2 boilers and keep the systems separate.

When I mentioned all of this to the heating contractor, he came up with every excuse in the book...from "we used to use steel piping, but copper is up to code in New York City", to "we were only hired to install the new boiler, not make the heat work properly", to "the installation manual is only one way to install it -- you don't need to follow it, particularly if you are using a wet return" to "I had nothing to do with the sizing of the steam boiler, it was chosen by my heating supply house". I really felt lost and angry at him since he wasn't coming up with any solutions to our problems and was being very defensive. I contacted Dan Holohan who told me that he no longer did consulting work but that Matt "Mad Dog" Sweeney lived in my area and would be excellent at helping me resolve this issue.

When I first contacted Matt, we exchanged emails and he arrived at our house within a few days. I was surprised by how young he was since I had started to find out that steam was a lost art and only a few people were truly knowledgeable about it. Matt quickly dispelled any doubt that I had when he assured me that he had been doing this for many years, had learned from the best, and told me that if we followed his carefully prescribed approach to resolving problems, he could resolve our situation. While I found his fee to be a bit expensive, I felt that you get what you pay for...he was an expert in his field and he had assured me that he would get our problem fixed if we stuck to his plan.

What we learned was that we not only needed to repipe the near piping for system, but that the boiler was grossly oversized for the steam radiation measurements for our house. Additionally, the flat panel heat exchanger had to be removed, and we could either use a larger heat exchanger, or separate the system into 2 independent systems -- one steam and one hydronic. When I told our heating contractor that we had consulted with this expert recommended by Dan Holohan, his ego was quite bruised. For weeks, I had to negotiate between him the heating supply house (who wanted nothing to do with me since I was not their direct customer, but rather our heating engineer was) in order to get them to return the oversized boiler and for our contractor to redo his installation. Matt was there 100% of the time to help support and advise me in the very difficult negotiation. We came very close to litigation with the heating contractor since he truly didn't want to take full responsibility to correct this. Matt even spoke with our contractor and walked him through the plan of how to correct our situation. In the meantime, I read Dan Holohan's "We've Got Steam Heat" as well as referenced "The Lost Art of Steam Heat". It was a GRUELLING negotiation for weeks while I spoke with other heating contractors, Dunkirk engineers, the flat panel manufacturer's engineers and sales people, other consultants on [www.heatinghelp.com](http://www.heatinghelp.com), etc. Matt was invaluable. He was steadfast in his approach and determined that we would need to replace the boiler, redo the piping,



preferably split the heating into 2 independent systems, and replace the main steam valves as well as on the valves on the radiators. Also we must flush the system for hours and hours once it was installed correctly using only black steel pipes for the header.

Eventually, our heating contractor relented. I agreed to pay him only for the additional labor costs for the black steel piping as well as for the new hydronic boiler and the cost of its installation.

I could not have done it without Matt. I wish I could have even hired Matt and Triple Crown to just redo the whole job for me, but Matt even assured me that my contractor seemed to do very good and "clean" work, he just didn't know much about the nuances and idiosyncracies of steam, which is very common these days. Matt guided me the whole way through, including through the nailbiting business negotiations that often were extremely sensitive issues related to the contractor's ego and business reputation. Had Matt not been involved, I very easily could have ended up in either a vicious ugly lawsuit, or

Matt is a man who knows steam systems better than anyone. I have learned that VERY few people really know steam heat and that you need to work with someone who truly knows about it, appreciates its benefits and isn't afraid to invest the time and money to reap its rewards. Matt is a man of such distinction. He is uncompromising in his attention to detail and deserves the honorable reputation that he has established. If you going to work with steam heat, there is no reason to compromise its comfort. Matt can make your system work the way it was intended to . You don't need to compromise and live with cold rooms, banging, etc. Contact Matt. He's well worth it! Thanks Matt!

Michael G.  
Westchester County, New York

49.

"Updating our heating system in our kitchen was a simple plan. All that was required was to change the existing baseboard heat that was steam-forced to two radiators. After having in four different plumbers who altered, changed, removed loop seals, drained and cut existing pipes, the steam system STILL did not work properly. In addition, the steam heat now banged like a local band in the grade school auditorium!

Not knowing where to turn, or whom to trust, we searched the internet and found a website called Heatinghelp.com. Matt Sweeney and Triple Crown Plumbing and Heating have an ad there, and they claimed to specialize in steam heat and difficult problems like mine. Matt came out and evaluated the situation and then explained how he was going to solve the problem. I had my doubts due to past experiences. But, when Matt arrived, he proved to be a man of his word. Not only did he fix the ongoing problem, but our steam system works better now than before. I believe that Triple Crown is the way to go.

I only wish I had found the company before all the other so-called plumbers had wasted my time and money."

G.Graffeo, Yonkers, N.Y.

50.

Dear Matt:

I just wanted to take a minute to thank you for installing a new Buderus G-215 Oil heating system in our home last fall. During the course of the winter, there is no question we saved upwards of \$1000.00 in heating costs because of this new system. As you know, I was initially reluctant to spend the extra money to invest in this state-of-the-art system. However, you were very persuasive and I am happy I did listen to you. In addition to this savings, I would like to express a much belated Thank You to you and your staff for your incredible professionalism and work ethic while installing this in our home.

Warm regards,  
Tara Moreno, Floral Park

51.



## :: Triple Crown Plumbing and Heating: Testimonials

The new Burnham Megasteam boiler and Triangle Tube Phase III indirect water heater , installed by the professionals at Triple Crown is truly amazing. The boiler and water heater performed beyond my expectations! The system has worked so well, that we are able to run it for approximatley 2 months on only 210 gallons of oil (November 28-January 23 2008) - a huge improvement compared to the system we had! Our radiators heat up more quickly now, and we never run out of hot water. Thanks to Matt and his team from Triple Crown for a job well-done.

Glenn Andoos  
Oceanside, New York

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52.

Hi, Matt, Just wanted to drop you a note thanking you and Albert for all the good service I have received since my first call last year. The new Rinnai tankless hot water heater works beautifully and I am never without a good supply. Also, the quick service I got when I had the problem with my kitchen sink plumbing backing up into my bathtub was terrific. It is nice to know there are professional people I can call on when something happens that I can not handle., I am so glad I was recommended to Triple Crown ...Thanks again.  
 Virginia Taboski, New Hyde Park, NY.

53.

The system was great last winter, Matt, the radiant heating is incredible! We found ourselves going to the New family room every morning to warm our feet before putting on our shoes. I used a bit more oil, but the new four-season sunroom, which is almost all glass, added almost 30% to the size of our home. The 46 Gallon Williamson Indirect water heater that you mounted in the attic to save space gave us unlimited hot water and, at a very even flow, no more temperature swings like the old coil. You guys did a great job and we couldn't be happier with the final results. When people ask about the work done at my house, I never hesitate to tell them what contractors I used, and how happy we are with all the work that was done. I've recommended Triple Crown Plumbing, Radiant, Steam & Solar to everyone who has asked about radiant heating. I also show them pictures of the work as it progressed. My boiler room is only four feet wide and 8 feet deep and I marveled at the way you built your Primary-Secondary Injection manifolds on the walls so the boiler and burner would still be serviceable, my oil guy will thank you! The Tekmar Outdoor reset control is wired neatly. We were worried that with all the glass and outside wall exposure that the radiant might not be ample on those really cold nights. We were glad that you ran PEX piping futures that were buried in the new walls, just in case we had to run supplemental heating elements, but I don't think we will be needing them. I have lived in several homes with every type of heating imaginable, even a coal stove, but radiant is the most comfortable yet.

Thanks again guys.  
 Damian Donach Plainview New York

54.

I have been living in "my old house" for almost 30 years. I love my house and always will, despite its quirks. One of these quirks was my steam heating system. Several years ago, thankfully when the whole family was home and able to respond, water started pouring out of the radiators - every single radiator in the house! After the initial panic, we shut off the heating system and called our plumber. We were told that the automatic valve, which is designed to allow water to re-hydrate the system, had malfunctioned. It was replaced but the plumber said that this is a frequent occurrence with "these old steam systems" and that there were no guarantees that it wouldn't happen again. That plumber advised us to essentially by-pass the valve. This required us to manually open and close the intake pipe whenever the boiler needed water. During the heating season, this had to be done several times a week and, during a freezing spell, more frequently. Moreover, we were warned that if there wasn't sufficient water in the system, it would shut down. I worried each time we went away, even for a long weekend, that we would have a freeze-up and come home to frozen pipes. I often left my key with a friend and, on more than one occasion, asked her to "water the pipes." Then I met Matt Sweeney, of Triple Crown Plumbing and Heating. Thank goodness. He solved my problem. He replaced the boiler and installed a new mechanical valve that will, finally, do the job without our help!! Since that time, we have used Triple Crown for all our plumbing needs. What a pleasure. They are so easy to deal with. They are knowledgeable, return calls promptly, come when they say they will, answer questions honestly and



forthrightly, work diligently and neatly, charge fairly and are totally reliable and professional. I give them my highest recommendation and strongly urge anyone who is looking for a plumber to look no further.

Maureen DiTata, Rockville Centre

55.

Matt: We just wanted to let you know how pleased we were with our new, Burnham Independence Gas/steam boiler and Rinnai 98 I Tankless water heater! It was a pleasure to have such professional, experienced, pleasant, and dedicated workers who took such pride in their installation at our home. I worked over 40 years in the service & installation industry all over the Tri-state area. I was often in 5-6 homes and businesses in a typical day. The "showcase" work that you guys gave us is very rare indeed! We would definitely recommend you guys to anyone that appreciates old world craftsmanship, wants men in their homes who are not only respectful, but trustworthy and are willing to pay a bit more to get the job done right the first time.

ED & MADELAINE HELLMAN, FRANKILIN SQUARE, NY

56.

Triple Crown Plumbing is a company that has it all: technical expertise, efficiency, and heart. Whenever we've had to call them, they have responded almost immediately. Once in our home, they always address our problems with their full attention—but they also are addressing us. It's not such a common thing here in New York: the balance between knowing what to do about your plumbing situation, and having compassion for you, the one standing there tearing your hair out. These guys have it."

Thanks for everything you do for us!  
Tina and Elena

57.

My story started with an emergency. My Carbon Monoxide Detector alarmed and I found that my heater gauge melted and the whole heating system stopped. It was in the coldest part of winter and in the middle of the night. I did not have anyone plumber in particular at the time so I went to the Yellow Pages and found along with other plumber/heater companies, Triple Crown Plumbing. Triple Crown was the first to call back and came early in the morning. They performed a complete check of the heater, piping and inspected every room to ensure everything was proper and safe.

Tony Gee

58.

Matt Sweeney and his company triple crown plumbing were just the company i was looking for. i have recently bought a house which is in need of a complete plumbing redo, as well as a few modifications involving relocating and adding a few plumbing fixtures. out of necessity, both financial and logistic, i have planned to do this work in a few phases, and ideally w/ one plumber, which i could develop a relationship w/ while he familiarizes himself w/ the plumbing of my home and understands the look and standards of workmanship i hope to meet. i explained this to mr. Sweeney upon his initial visit and i asked him for an estimate on two different systems, one being a tank-less hot-water heater and the other being a boiler/domestic hot water system. he supplied me w/ these two figures and clearly expressed to me his feelings on the pros and cons of each system and approach, while taking into account other plans i had for installing mechanical systems in the house. working in the field of architecture you come across all types of plumbers and it is rare that you find one that will collaborate w/ you on a master plan. most want to come in and do it the way they want to do it and then asked to be paid and go about there way, never to be seen again. i could tell mr. Sweeney was not this type of plumber. upon my first meeting w/ Matt, and viewing the images of jobs posted on the triple crown web-site, i could tell he took pride in his trade, his company, and the social dealings that come w/ performing work in a residence. mr. Sweeney and his employees were very conscientious and courteous to my family and treated my home w/



respect. it is hard to put a value on having peace of mind when one turns over the keys of their home to someone that is basically a stranger. i contacted three other plumbing companies in an attempt to get estimates. one would not accommodate my request to install a rennai brand tank-less hot-water heater instead of a rheem brand. i considered this option because it was a lesser amount but wanted to go w/ the rennai because i felt it was a better product and could tell i would get a better installation from triple crown. i did not like the idea of saving a few dollars now, not getting what i wanted, and kicking myself later for not going w/ the company i had confidence in supplying me w/ the product and craftsmanship wanted. i have been down that road before and it is not a place i like to go. i can say w/ confidence that the difference in price was well worth it and the attention to detail has made it money well spent. i know that the estimate i received to perform the work for less was because they would have done less work and done it quicker. another company wanted to redo the plumbing on my entire house all at once for a much larger fee than i was in a position to afford. i then went back to the company and tried to explain what i was looking for and they basically came back w/ the same prices and different phrasing. the third company i never heard back from. Matt accommodated my couple of request and was always quick to return messages via e-mail or phone. to state concisely, yes, i am very satisfied w/ the work performed by triple crown plumbing and hope to have them back to do more work on my home.

nick new, (long beach, n.y.)

59.

Dear Matt,

I wish to sincerely Thank You for your expertise in diagnosing and repairing my steam heating system and informing me of the proper maintenance procedures that need to be undertaken in order to keep my heating system operational and, most importantly, safe. You are truly the only professional steam heat expert that I have encountered in 18 years of owning my home. I consider myself extremely lucky to have found you as you proved to be knowledgeable, honest, sincere, and it was obvious you take pride in the work that you perform.

To my pleasant surprise, you answered my e-mails in the most timely fashion, within a few hours, advised me of the imminent safety issue that existed, and you informed me you were there to help. You set up the appointment for your assessment and recommendations within a couple of days, and you were there to do the repairs within a week! Thanks, Matt, you literally may have saved my life and the life of my beloved Mother and pet. I could not have asked for better service, and I know you will be there for me in the future when the need arises, whether it be for annual inspection, repairs, boiler replacement, or a complete new heating system in the future.

Matt, my heating system is now operating better than ever, very quiet, no spitting from the radiators, the low water cut-off is now easy for me to flush on a weekly basis, and the boiler pressure is remaining in a safe range. Hats off to you, Matt! You are a true professional in every sense of the word.

I hope this testimonial will be of help to others reading your website who have similar problems and are frustrated in trying to find a reputable, honest, experienced professional to diagnose and solve their heating and plumbing problems. Look, no further! You have found the Absolute Best, Matt Sweeney and Triple Crown Plumbing and Mechanical, Inc.

As an added Bonus, some of you will have the opportunity of meeting Matt, Jr., who is a delightful, personable, and intelligent young man. Matt, Jr., it was a pleasure meeting you, too!

My Sincere Thanks, Matt

Linda - Lindenhurst, New York - October 2008

60.

I first met Matt Sweeney when we both joined the Army Division of the New York State Guard following the terrorist attacks of 11 September 2001. Although we had both lived in the same town of Floral Park, and I



had seen the Triple Crown trucks around, we had never formally met. We wound up serving together for 4 years and have gotten to know each other quite well on a personal and professional basis. I have had many experiences with Matt and his company, Triple Crown Plumbing, Radiant, Steam, and Solar. I must say, that each time he has come to our house, he has been prompt, professional and brutally honest! When our old steam boiler was not working one very cold winter day, Matt was over in an hour to restore our heat. He diagnosed the problem in a few minutes and had the boiler up and running – safely – in no time. About 3 years ago when we were thinking about building a 2 level extension off the back of the house, we asked Matt what kind of heating options did we have? With a straight face he said, '.....you have none!!!! You must do radiant heating!' When we explained that we had heard – from other plumbers – that it was impossible to do radiant under a wood floor, Matt Laughed and explained that he did it on a regular basis for many years, without any problems. He explained that the key to the whole thing was checking that the wood that went down was "cured" long enough and that the other very important thing going forward was maintaining proper control of the humidity in the new space. He even had a special probe that tested the woods moisture content. For the lower level they installed radiant heating in the concrete slab. Providing heat for these areas, they installed a Buderus wall-hung boiler that is 98% efficient. It fits right in a small closet is very quiet...you can only hear it run if you put your ear up to it. Matt and Triple Crown have done several jobs in our house including this one that others said couldn't be done. We would recommend then to anyone is looking for an honest, professional, qualified Plumbing and Heating specialist.

Dan and Lydia Krawec, Floral Park

61.

I have been a long time resident of The Village of Floral Park in which my father owned a business and managed two hardware stores. He instilled in me the value of dealing with only the local merchants. In doing so with Triple Crown, my dad's advice was well-represented. My family has been using Matt and his company Triple Crown for the last seven years due to his fine business practices and thorough, conscientious working manner. They show up on time and complete the job with 110% effort. This gives my family and me great comfort To know that they are close by and just a phone call away. In 2000, Triple Crown installed a new steam boiler and it is a sight to behold – very clean, mechanical and pin-neat. I have brought some neighbors in to see it when they were looking for new boilers. Triple Crown Got those jobs too on my recommendation. We have been proud to share Triple Crown with friends and neighbors because they honor their word, stand bt their work and are reliable in every sense of the word! I look forward to continually recommending them in a heartbeat!

Joanne D' Anca Floral Park

62.

About four years ago, Brother Clarke noticed that our boiler was running at VERY high pressures. In fact, it was running up to 25 p.s.i! We found out from Matt that the boiler should not run at more than 2 p.s.i.!

We called in our Friend, Andy, who happens to be quite handy. He runs things over at The Staller Center at SUNY Stony Brook, which is right nearby. Andy didn't think this was safe, so we called the oil company that services the boiler. The man came over, looked at the guage and noted that it was at zero. When Andy and Brother Clarke explained that the boiler was not running and therefore would not register any pressure, the man from the oil company ran it for a few minutes and said all was ok. Andy knew better. He suggested that We go to the internet and search for a steam heating expert. Here, they found Matt Sweeney and The Nassau County Steam specialists

At a great website called Heatinghelp.com. Matt came out for a paid consultation, went down in to the ten foot deep pit where the boiler lies, down the rickety 100 year old wood ladder, and asked us to fire up the thermostat. When the boiler got up to 16 p.s.i. and the relief valve did not release the excessive pressure, Matt immediately yanked the wires right off the burner to kill power. 'wow! Was all he said...

This boiler is a runaway train.' Matt then explained that we needed a new



boiler asap. We had gotten other quotes, and when we asked Matt if he could give us a "ballpark" price, he explained that he really needed to sit down and crunch some numbers. It was getting colder, so we pushed for an answer, Matt stood firm explaining that he wanted to get a few prices and options for us. Eager to have an idea of what a steam expert would charge for a job like this, Brother Clarke blurted out, 'would it be any more than \$90,000.00?' Matt almost fell off his chair: "...what??? It will definitely be no more than \$50,000.00!!" Matt explained that because of the boiler's large size, location deep down in a pit, most companies do not want to get involved so they 'throw a telephone number' at you. Brother Clarke and Andy felt even better when they learned that Matt was a Graduate of Stony Brook and they knew some of the same people. In particular, they shared a close and dear friend, A.W Godfrey, Professor of Latin Studies and Classical languages at Stony Brook. Not only had Matt had "Bill" as a professor for Latin, but Matt considered him the Greatest professor and humanitarian he had ever met. He even attended Matt's wedding and Baby Christenings. We feel the same way about Bill....he even donated money toward the job. That is the kind of man he is.

The boiler replacement was a huge job, but we had to do it and knew we had finally found the right company. The boiler room is actually located in the kitchen where we bake bread on a weekly basis. Triple Crown worked around us and our schedule so we did not have to shut down the bakery. People come from miles around for our Friar's Bread. The sales from the bread helps us keep the place going and our continued fulfillment of our mission. Triple Crown repiped the entire boiler room for us, built a very sturdy platform over the pit to keep anyone from falling down in it. They even left their aluminium ladder for us to get safely down in the pit when checking on the boiler. They piped in a water filter and valves up on the platform so that we didn't have to go down in the pit as often. They also, built a dry well down in the pit so that we would not have to lug buckets of hot steam condensate up the ladder when we did our flushing of the low water cutoff. In short, they made this much easier to maintain. The Friary was toasty that winter!

A few years went by and we noticed steam emanating out of the floor in our chapel where worship several times a day. Last fall, we called Matt in and he discovered two things: the underground steam piping in our one-hundred year old monastery/retreat house was not only leaking, but covered in asbestos. We were very worried about the cost and disruption that replacing them would entail. Also, I might add, I am a Franciscan Brother and NOT a plumber, how could I gauge the quality of the work? After all, when the boiler was done, I was at The Friary, but it was Brother Clarke who had handled the whole job with Matt. Then, I quickly remembered, the very positive comment that the Old timer from the oil company who came to do the annual service (he was not the same guy they sent last time) had made after Triple Crown was done with the boiler: "WOW!!! These people do GREAT work!"

The replacement of the underground steam mains was like an operation where all the arteries and veins are replaced. They had to chop out trenches in our beloved chapel, and then, get the asbestos abated. Matt found us a good company, directed them, and made sure they did the right job. Although the asbestos abatement was costly, Matt urged us to "be done with it" once and for all while the company was here. So, we had them remove every piece we could find. We didn't want to leave this for the next generation to deal with. Next, Triple Crown came back in. Matt's plan was to bring ALL the steam piping above ground so this would never be an issue again – the chopping of the floor. Matt designed a rack for each side of the chapel to mount the big pipes. He even used special "roller" type hangars and located the main vents in another area just to keep our Sanctuary as quiet as possible. Some Brothers were a little taken aback at how this might change the look of our Chapel, but Matt assured us this was the best way to go AND that we could have our carpenter make beautiful shelves for our books and statues. Brother Dunstan, our beloved elder statesman if-you-will, who has been at Little Portion longer than any of us, conferred with Matt every day and assuaged our concerns. The job took over two weeks, but Triple Crown worked fast, and their price was not ONE PENNY over the quote. In fact, when Matt came with the final bill, he told me that as always, he did the best he could to help The Church. I braced for the news. When I looked at the final balance due, I let out a deep sigh of relief and gave Matt a Bear hug, to which he replied, "I guess you're happy, huh, Brother?"

Matt and Triple Crown are the Real Thing. They give it to you straight and they give it to you GOOD!!!!



Brother Thomas, SSF  
 Guardian, Little Portion Friary  
 Mount Sinai, New York

63.

when I moved into my house 3 years ago and discovered I had Steam Heat, I quickly realized that I basically had no idea what I was dealing with. I set out on a quest to fully understand everything there was to know about steam heat and my ancient system rumbling in the basement. The more I learned about steam, the more fascinated I became with the beauty and simplicity of this type of heating. Much of my learning and research was discovered on the web at heatinghelp.com where I found The Lost Art of Steam Heat by Dan Holohan which I affectionately refer to as the bible. This website is also where I discovered "The Wall" where professionals and average homeowners come together for questions and answers. This is where I first found Matt Sweeney. Matt or Mad Dog was always quick to respond to my questions on the wall and I knew right away that he was extremely knowledgeable about steam heat. It wasn't until about a year after I first submitted a question to the wall that I would actually meet Matt. All that time, I was researching the best replacement system for my needs, but most importantly the very best plumber to use in Westchester, NY. I must have interviewed 10 plumbing contractors in my area over the course of a year all of which were unacceptable. I felt like I knew more about steam heat than all of them put together. It almost became fun in a way, like a game, I would show them the boiler, and then I would ask a simple question such as "do you think the existing header is piped properly". If they answered YES, game over and I was onto the next guy. I knew the old header was piped wrong according to Dan's book. When I finally realized that I was running out of plumbers to interview and I was serious about replacing the boiler, I contacted Matt who traveled to Westchester from Long Island to consult with me and my boiler. Right away I could tell he knew his stuff and even though I wasn't trying trip him up, I still hit him with my header question along with many others. Of course he got the header question correct along with the many others, and I realized that I finally found my guy. Unfortunately for Matt, Westchester was a little too far to drag a 1,000 pound boiler and was unwilling to take on my replacement job, despite my pleading and even my wife's begging. Yes, even my wife became a steamhead through this process. What Matt did do for us however was probably the next best thing. He gave us the name of another customer of his in my area who used an outstanding plumber who we ultimately ended up using. Matt also provided detailed drawings of how the boiler should be piped, and in particular the critical venting. He also took the time to measure the radiation of each radiator which is really the only way to know the size boiler to use. Matt spent several hours with us and I have to say by the time he had left, he had answered every possible question we had and trust me we walked through a lot of different options. Subsequent to that meeting, whenever I had a question, I would email Matt and he would respond within the same day, if not within the same hour. At least in my case, I felt like there were many different paths and options to choose, and I have to say knowing that I could ask Matt, an independent consultant for their opinion was invaluable. At first I was a bit hesitant in spending the money to just have Matt consult for me, but ultimately it was money well spent. I am sure without Matt's advice, a mistake would have happened and easily cost me well in excess of Matt's fee, plus I would have never found the great contractor who worked on my system. I cannot say enough positive things about Matt and his expert advise on steam heat and plumbing in general. I highly recommend him and his company to anyone who want a first rate job and wants to deal with one of the most professional and honest individuals I have met in the industry.

David Feinstein, Scarsdale, New York

64.

I originally found Triple Crown Plumbing, Radiant, Steam, and Solar when I went to Christ Plumbing Supply in New Hyde Park. I asked the two owners in there, Joe and Chris, whom they would recommend for an oil-to-gas conversion with a steam boiler in the area. I figured a company they gave me would be a good one because they deal with hundreds of plumbers on a daily basis. In fact, there were two other plumbers in there that day when I came in and they asked WHY they had not recommended them???? One of the guys stated That he trusted Triple Crown the most!



## ::: Triple Crown Plumbing and Heating: Testimonials

That really impressed me.

Quality, dependability, and professionalism.....that's what we received when Triple Crown assisted me with each of my four plumbing/heating problems over the past eight years. I have owned two different homes in the Village and Triple Crown assisted me with an oil-to-gas conversion in the first house, leaks, and Insta-hot unit for our kitchen sink, a 95% Efficient Buderus boiler in the new house, and, recently, correcting sub-par plumbing work that was done in the new house by previous carpenters. In each case, Matt Sweeney, The owner was willing to accommodate my problem in a prioritized and speedy manner. He was able to diagnose and correct the problems quickly and accurately. They are respectful and knowledgeable.

Aside from these qualities, my wife appreciates Matt and Triple Crown more for his respect and cleanliness of our home. I have had other workers in my home, for other reasons and no other tradesmen BUT Triple Crown demonstrated the level of respect for our home. Given all that I have stated and the fact the Triple Crown always stands by there work, I will continue to use and recommend them to others.

Anthony and Vicky Perez, Floral Park

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65.

Dear Matt:

I don't believe I have ever taken the time to write a letter such as this to anyone before. However, considering the "heating jam" I was in about 4 years back, and the wonderful "rescue operation" you performed, I thought you should know how appreciative I am!

As you know, my house is close to 100 years old and was a former officer's quarters from a Military base that was picked up, loaded on a barge and reset on this hill in Sea Cliff after WW I. When we moved in, the steam boiler was already over 35 years old. Unbeknownst To me, this boiler-down-in-the-pit in the house-upon-the-hill had a reputation that preceded it with all the local plumbers and supply houses. So, when I started making calls for estimates, I met nothing but resistance and fear: The first plumber showed up and although he had been maintaining it for 10 years, said "Mike, this job is over my head and I don't want to disappoint you." Fair enough I thought, at least he was honest. The next guy came in, opened the otherwise harmless-looking, small and narrow door, looked down in to the eight foot deep pit and said: "...I've heard about this house before.....this job is nothing but trouble...I won't touch it!" The third guy proposed to rip it ALL out...including all the steam piping and radiators in the place! And convert over to forced air. His price was "...at least \$50,000.00.....and maybe as much as \$60,000.00.

Parenthetically, on his proposal, it stated that all the repairs to close up the damage and painting were extra. The forth and last man, that looked at it was the most humorous. When he opened the door and looked in the pit he simply shook his head, backed up and out the back door, all the while muttering : "...Oh NO! NO! NO! NO!"

I decided at that point, that while I did need to replace the old boiler, I wasn't prepared to buy my house all over again. I began an internet search and was fortunate to find Dan Holohan's website, [www.heatinghelp.com](http://www.heatinghelp.com) . I also spoke to Mr. Holohan and he explained that he no longer did consulting but that he could recommend just the right person for me. That is how I found you. Just before you came, I was starting to get really concerned, as we had no heat, it was getting very cold in late October, and no one seemed to be willing or able to do the right job. I had called two very large mechanical entities, which were willing to do the job but were puzzled as to what kind of system I had and what exactly the replacement should entail. When your office booked the appointment, they informed me of the consultation fee which I didn't mind paying because you came so highly recommended. You spent about a ½ hour going over the whole system and informed me that I had a Marsh Steam Vapor System that was the Rolls-Royce of its day, but that it had been bastardized and reconfigured in a bad way. Also, to my amazement, you told me that the boiler that was in there was too SMALL for the house! That now explained why parts of the house never heated well and maybe why our gas bills were so high. You also recommended that we rebuild all the steam traps in the house.

After four years, I can happily report that you solved my problem with excellent workmanship, a command of steam fitting, and attention to detail. Although your quote was quite a bit higher than the other bidders, I knew I was going to get – AND DID! – a superior job. The other companies said it would be a 2-3 day job. You guys took about 6 hard-days, and when I saw that I knew that the quote was indeed reasonable. Aside from the fact that house is more even and comfortable, our fuel savings has gone down when you track the therms of gas used (price per therm of gas and price per gallon of oil always fluctuate) since the install. I really feel like you rescued me as this all happened in late October as the weather was ramping up, and my family was complaining bitterly about how cold they were and WHEN I was going to get this fixed. Thanks for everything.



Very Truly Yours,

Mike H. in Sea Cliff

66.

I perform professional building and home inspections and have seen plenty of questionable plumbing work in my day. I would like to take this opportunity to sing the praises of Matt Sweeney and Triple Crown plumbing. I am very familiar his with strong work ethic, gentlemanly personality, and his understanding of the importance of education/training. I never hesitate to recommend him for my clients in need because I know that they'll be taken care of. I have heard nothing back but high praise. I also have first-hand experience with his work and can say that Matt's the kind of guy who won't leave until the job is done right. If your heating system involves any kind of pipes and water, then look no further for a qualified plumbing / heating technician!!

- Matt Wynne  
Owner, Aberdeen Building Consulting

Do you ever do work with National Grid rebate programs?

Regards,  
-Matthew Wynne  
Aberdeen Building Consulting  
877-492-9800  
<http://inspectbeforebuying.com>

67.

Dear Matt,

Once again, my thanks go out to you and your guys (especially Albert) for the great job you did at my house. We had just moved into a new house and there were projects everywhere we looked. I could do most of the work myself, but the plumbing had to be done by professionals. Steam pipes had to be rerouted to make way for a new kitchen, gas pipes needed to be brought to a new dryer, venting had to be installed for the dryer, water supply lines had to be brought to a new refrigerator, two toilets had to be replaced, water and waste lines had to be brought to a new washing machine, and a utility sink had to be installed in the basement. All this work was done flawlessly. The workers were neat, considerate, dependable, and most importantly, highly skilled and professional. All my questions were patiently answered. I was also happy that you were able to work with me on the price. I would recommend Triple Crown without hesitation to anyone in need of plumbing work.

Ed Villani

68.

If you need a heating system, you go to a heating specialist. Matt Sweeney is a talented and reputable master plumber and a master at installing heating and radiant systems. He is intelligent, knows the heating business well, gave the best advice, did fine work and went the extra mile.

The job on our home was big, involving the removal of two existing gas boilers, a hot water heater, old steam pipes and radiators and the installation of a Buderus condensing system (hot water, gas fired) and indirect water heater. The installation was methodical, organized and executed on a superior level. The system saves money and is quieter.

Water Heater: We changed to an indirect water heater from the separate one we had. This has produced significant monthly savings and the sizing gives more than enough hot water.

Boiler: We opted to go "green" by choosing a condensing boiler. We chose Buderus over Veissman (considered technically the "better" of the two) since Matt works mostly with it, parts are easier and faster to get,



should they be needed, and was a bit cheaper. Had we chosen Veissman, we still would have used Triple Crown. The new boiler, attached to the basement wall, is attractive and small, looking like a white plastic cabinet. Condensing boilers give off water vapor, not polluted air, so they are vented through a PVC pipe stack, not a chimney. Matt wisely placed the vent away from windows so the occasional, white vapor blows away unseen (all but one other plumbers we interviewed would have had the vapor blow by our den windows). This required considerable efforts and extra time to get it past various barriers.

**Savings:** The new system saves money, mostly from the indirect water heater and to some extent from the boiler. Condensing boilers, by how they function, give the most savings when temperatures are moderate and less so when winters are extra cold and we have found this to be true. They are always clean for the house and environment and quiet. You could wake up from the rumble of the steam boiler turning on. No more. Temperatures are cooler in the basement without the heat given off by the old boiler, a sign of how much heat was wasted.

**Pipes:** It is a pleasure to be rid of ugly steam pipes and the heavy pipes were removed with least disruption. Because of all the zones, bleeding the new radiators had to be done carefully to eliminate air bubbles created by the installation process.

**Radiator type:** Instead of the normal thin metal base board radiators like Slant-fin, we opted for Burnham's cast iron radiant "slenderized" radiators which resemble the old fashioned ones. We wanted even, strong heat and got it. Having previously put cast iron baseboard in another room we knew how well cast iron worked, heating up quickly and retaining heat to keep the room warm and producing an even temperature throughout the room, surpassed only by under the floor radiant heat. Cast iron radiators are heavy for plumbers to work with and cost more for the customer, but they are worth it. The comfort level is amazing, no cold spots. They had a mild, harmless protective coating that burned off gradually in the first season. In a hallway we decided to use a small Runtal baseboard for its thin profile and decorative looks; pricey but worth it.

**Radiator Size and Location:** Matt's recommendation on the size, style (upright vs baseboard) and placement of these radiators was superior to all of the several other plumbers we interviewed. The heat is even and strong and the style (upright) and placement choices are smart for room use.

**Zoning:** We wanted different rooms to be able to control their own temperature. That meant six zones, each with its own thermostat, check valves and piping. Matt selected the best quality and persisted with fine workmanship. We selected Honeywell digital thermostats that allow 7 day programming.

Everything works well but things happen. There was, remarkably, only one problem due to installation, a gas pipe in an awkward spot needed to be tightened. They came within a half hour of being called. There were two problems caused by defective products. One was the leakage of shut off knobs attached to three radiators. Matt came right away on his weekend and "repacked" them. When that didn't help, he replaced these defective ones immediately with better designed ones. The other problem was serious. The blower on the boiler stopped working so we had no heat on a bitter cold day with a snow storm approaching. It was a Sunday. Supply houses were shut. Matt's helper immediately brought some space heaters to our home and with considerable persuasive efforts Matt got a supplier to open up to give the helper a new blower. A few hours later Matt replaced the blower. The heat was on.

The job took less than 20 minutes due to the simplified nature of repairing condensing boilers. The response time and follow through in all these situations was outstanding. Also, when the heating was installed, Matt saw that a pipe put in when this old house was built was undersized for the high end gas cooktop we bought a few years ago. After Triple Crown installed the new pipe, the gas burners functioned more efficiently, all blue flame, and the pipe is now up to code.

The materials and workmanship have been of the finest quality and the system functions exceptionally well. Matt did the bulk of the installation of



was easy to work with as was another man who helped at times. We appreciate the superior efforts. Matt knows heating and does it extremely well.

We are happy we chose Triple Crown for our heating system. You can't do better.

Barbara - Garden City

69.

Having a house that was built in 1878 with an original steam system installed sometime around the time President Teddy Roosevelt was a nearby neighbor, I sought to find someone very knowledgeable about steam heating. I did what many do today: I went to the internet. About 4 or 5 years ago, I found Matt Sweeney and Triple Crown on Heatinghelp.com. He came out for a paid consultation and laid out what was wrong with my system and what could be done to improve it. They did those repairs and applied the original consult fee toward the work which I think is fair enough. After a few trips to tweak things, they got my system working the way it once did. Last year, my old boiler was leaking and I was ready to replace it. I called in Matt again and he recommended The Burnham Megsteam oil-fired 3-pass boiler which runs around 86% efficient. Matt explained that this was a real breakthrough in steam technology and that I would save a good deal on fuel. While they were there, they also located an old leak we had underground and repaired it in an expert way. They then cleaned the system at no charge. The technicians were professional, courteous, and the the job was done in a clean and timely fashion. In my book, Triple Crown is the ONLY company to call. You'll be in good hands.

Russell Wasoleck, Oyster Bay Cove

70.

Hey Matt,

I know this has been a long time coming, but I wanted to wait a full year before I wrote a testimonial on how the new Buderus burner unit is working for my home. I think this way I can give a truly accurate assessment to the value the burner has given to me.

My home was built in the 1950 and had the original oil burner in it along with a gas water heater. My oil bills were getting ridiculously high as oil prices rose in 2006 to 2007 and the oil companies were accurately predicting huge increases into 2008. My oil bill in the 2007 winter season (October through end of March) was about \$3500 plus I was paying about \$80-\$100 per month for my gas heated hot water.

After a lengthy research process and multiple quotes from plumbers, Matt made a very good pitch for the Buderus. He basically said the Buderus would pay itself off in 5-7 years. We agreed on a fair price and Matt and Albert were diligent in their installation....sometimes even working until 10 pm at night to ensure the job was completed on schedule. My once dirty, sooty boiler room now looks like a computer room with the neat Buderus hanging on the wall. I can now use that room for some storage where I couldn't before because my oil burner was so big and dirty.

I write this at the end of March 2009 and the unit has been installed for a full year. Since October, my gas bills have been about \$2000 for this season....a drastic drop from my oil bill last season AND it includes the hot water as I opted for the Buderus hot water tank.

I know that the gas bill can be even lower. I have a two zone home and I do NOT have programmable thermostats. I almost always forget to lower my heat on one zone at night, so essentially I have been heating my whole house at the same 68 degrees 24 hours a day for the whole winter season. I can only imagine the savings I will achieve when I install



programmable thermostats. With my current projection, the Buderus will pay itself off in 4-5 years....probably closer to 4 if I ever get around to putting the thermostats in.

Matt and Albert were very professional. As a parent, I was very comfortable having these two family men in my home. I also have not had a single problem with the Buderus in the year in which it has been installed. I recommend this burner and Matt's service to everyone.

John Graney  
Garden City

71.

We met Matt Sweeney of Triple Crown on January 6th of 2002. It was a very cold Sunday and our steam Boiler had dry-fired...we had no heat! Triple Crown was the ONLY company that even returned our many Phone calls to several different companies on that Sunday. Matt came out, assessed the situation, managed To get his loyal supply house, Christ Plumbing Supply in New Hyde Park to open up for him, got a boiler and Worked all day and night to get us heat late that night. On another occasion, they replaced our water heater and Set it in a pan with a WAGS valve (emergency shut off device that prevents a leaking water heater from doing a lot of Water damage). I also have them come once a year to service everything. Another time, we had a bad Carbon Monoxide situation that was caught by state-of-the-art detectors that Triple Crown sells. They were not Cheap, but they are much more sensitive and reliable than the plug in brands. Matt came out with his detection equipment and isolated the problem for us. Matt and Triple Crown are always Just a phone call away for emergency situations. In short, you usually get what you pay for...and Triple Crown Is worth every penny.

Pat and Paul O'Leary – Floral Park