



Ken Field

Owner of Slate
Belt Energy
Services

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The First Word in Troubleshooting is Trouble

The more complex the equipment, the more careful and methodical the sequence must be. In the last couple weeks I have seen some really crazy problems that have been extremely difficult to repair.

Actually the repairs were easy. It was locating the source of the problem and knowing what to do that was perplexing. Sometimes I can work through the operation of a heating unit and find the place where the operation goes off the rails. But when following another company who could not complete the job, anything goes.

Wires disconnected, parts changed, customers upset, you name it. So finding and fixing the problem needs to be done as quickly and efficiently as possible. Luckily, I have a lot of technical support people at my disposal from being in the business for a long time and patronizing suppliers who have a staff of knowledgeable individuals to share information with me. Usually, that's all it takes on complicated electronic controls or any high tech gadget. Measuring voltages is easy but knowing where to put the probes can be very difficult.

After the patience of a customer has been used up, they can be hesitant to bring in another company they may not be familiar with to complete the repair. In my case, I will fix it no matter what or they don't have to pay. Money isn't always the whole issue. The risk of freezing to death in their own home comes into play as well.

Sometimes the problems are intermittent. That means things work properly the whole time I am on site and fail as soon as I leave. On about the 4th visit, I take a sleeping bag along because I'm not going to let a piece of hardware make a fool out of me. The worst one I had recently was something that even factory tech support could not figure out. After 5 hours on the phone with them over 2 days, they decided to send a representative out to the job and he was able to locate the problem. It was not something that could be found in any of the installation instructions and no amount of testing could help. I had already replaced 4 parts on their recommendation because the unit was less than a year old and none of them fixed it either. Needless to say, the on-site factory representative has seen the problem before and indicated that a new installation guide is forthcoming. Thanks for nothing.

Ken Field is the owner of Slate Belt Energy and Field's Service, Inc. As a certified energy rater and contractor, he is qualified to assess every aspect of energy usage and prescribe solutions to save energy. He can be reached at 610-759-6306 or email Ken@FieldsService.com

Unity Bank

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The organizations receiving donations are the Center for Hope Hospice & Palliative Care in Union County; Edison Arts Society; EmPoWER Somerset in Somerville; EPIC Foundation in Paramus; Family Promise of Hunterdon County; Hunterdon Helpline in Flemington; Knights of Columbus Sacred Heart in Bethlehem, Pa.; WallynZavy's Autistic Kids Can Do in Plainfield; and Who Is My Neighbor? in Highland Park.

I Am

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Francisco arrived at the Allentown Rescue Mission in 2018 after his wife of twenty four years lost her battle with cancer. Unable to cope with the anger, pain, and loneliness of her death, Francisco began to self-medicate. Soon he lost everything, including his will to live. With nowhere to turn, he cried out for God to either take him or save him.

The answer to his prayer came after asking three men on the street for a cigarette. The strangers not only gave him a cigarette, but offered him life-saving advice. They told Francisco to seek help and shelter at the Allentown Rescue Mission. The path to happiness and salvation was not easy, but Francisco remained committed to changing his life. Through self-reflection, hard work, and guidance from the Allentown Rescue Mission, Francisco persevered.

He graduated from the Allentown Rescue Mission's Transformation Program and joined the Clean Team as a kitchen employee. Management immediately recognized Francisco's superior work ethic and interpersonal skills, and promoted him to Clean Team Foreman and most recently Food Service Manager. "While employed as the Clean Team Foreman, we received numerous compliments about Francisco's professionalism, going the extra mile for customers, and promoting the mission of the Mission", said his former boss, Mike Mauro, Clean Team and Facilities Manager.

"Francisco puts the needs of others above himself. A true example of a changed life dedicated to helping others", Mauro continued. When asked what he would like to accomplish in his new role, Francisco responded, "Honestly, to do my best feeding the men healthy meals. It's all about the men."

"Congratulations, Francisco. You are an inspiration to other men facing loss and homelessness. The Allentown Rescue Mission wishes the same level of healing and success to all the men it serves."

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Totts Gap Arts Statement on Closure

By Jim Gloria / Dir. Totts Gap Arts

UPPER MT. BETHEL - In the face of this pandemic we've all had to adjust to new ways of going about our business, and TGAI is no exception. Our recent quarantine-induced sabbatical has presented an opportunity for introspection as we've taken stock of how we can best serve our community and maximize our impact on artists of all ages.

The current—and likely ongoing—social distancing requirements will prevent our facilities from reopening and allowing us to accommodate the number of students we've had in past years. So rather than limit the scope of our programs, we're expanding our reach and evolving our offerings to bring value to more aspiring and practicing artists throughout the region.

The new TGAI model will be one of partnerships, wherein we'll work directly with public and private organizations across the community to support new and existing arts programming, lending both our expertise and our financial support. Leaning into our history of successful public art projects and creative community activities, we're excited to look forward to working together on new creative initiatives.

We're happy to announce the first of such joint ventures in the form of a partnership with the Slater Family Network, was a success. Together, SFN and TGAI and distributed donated art materials with the support of a Crayola Cares donation, to provide creative outlets for students confined at home due to the virus.

Hope is the most powerful tool, and art and inspiration is what TGAI will continue to provide to our community. For questions and further information, or if you would like to donate funds or space, please contact TGAI at: arts@tottsgap.org or (610) 588-5817.

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