

Customer Testimonial

Murray State University learns the value of having experts on call

Last summer, when Ware earned the bid of upgrading Murray State University's main plant steam boiler system, Plant Manager Scott Barnes had never heard of Ware. But, he says he soon learned that Ware was a company to keep in his Roladex to call any time he had a boiler issue.

Murray State's central plant runs two York Shipley 600-horsepower boilers. Last summer, they upgraded those boilers to add new Power Flame burners and Autoflame combustion control systems. Barnes says Ware did an outstanding job and the boilers are working better than ever.

"It is amazing – the boilers don't run as hard as they used to in cold weather," said Barnes. "This is our second cold season and we see a definite downward trend in our gas usage and the response time for the boilers is much quicker. Our whole system is running much more efficiently."

Several months ago, Barnes was planning to purchase and install two smaller boilers in Murray State's student center. These smaller boilers are only used during the summer, when the student population is reduced and the larger boilers are not needed. These smaller boilers are used for domestic hot water and for supplying steam for the cooking devices.

Before installing the new boilers, Barnes consulted with Jeff Barto, Engineering Consultant/Trainer for Ware, and Steve Hamilton, Technical Sales/Business Development for Ware, who he had worked with on the first boiler job in 2008. The professionals from Ware were able to show Barnes and his staff at Murray State that the support system for the smaller boiler room, including the piping and relief valves, was not installed properly by the original installers.

The smaller boilers were not unsafe but they were not running as efficiently as possible and the issues were contributing to the premature failure of the boilers.

"If I hadn't had Jeff look at the system, we would've installed two new boilers at the student center and probably had the same problems and early failure," said Barnes.

Murray State hired an engineering firm to come in and make the needed adjustments to the boiler room. Ware has been on site and working with the engineering consultant to make sure the process is going smoothly and that everything is being installed properly.

The new boiler room and boilers will be online soon. In preparation for all of the upgrades and new systems, Barnes had Barto run a customized Boiler University at

Murray State. All of his team and some other boiler operators from other local companies in the area attended the two-day training.

“My employees were thrilled with the customized training,” said Barnes. “Some of them have worked on our boilers for their entire career, but they said they still learned new things from the training. They were very impressed and it was money well spent.”

“The training was informative and the instructors were very knowledgeable and delivered the information in an easy to comprehend way,” said Murray State operator Ronald Wiseheart. “As a boiler operator, I will use what I learned on a daily basis. I would highly recommend the course to every person who works on boilers.”