



HEATING · COOLING · PLUMBING · OIL
Quality & Integrity Since 1890

To our valued customer,

Big news from The Shaffer Company. As you can see from the letterhead above some things have changed with your HVAC and plumbing provider. On September 29, 2021, we joined forces with Beacon Mechanical Service LLC, another highly regarded mechanical services provider in central Connecticut.

Founded in 2002 by members of the Riggott family – Keith, Patti, and their son Nick – Beacon Mechanical began as a one-truck mechanical contracting business operating from Keith and Patti's kitchen table. Following Keith's passing in 2019, Nick and Patti continued successful operations with their reliable team. Today, their fleet of over 30 vehicles and technicians provide dependable service to their customers. The company's signature lighthouse logo and reputation for trustworthy service and performance are recognized throughout the region.

Nick Riggott, GM of Beacon Mechanical, said: "We worked hard to build this company, so it was very important for us to find another family-owned business that shares the same customer-focused values and who would take great care of our staff and customers". Mr. Riggott, who will remain employed by the company, went on to say: "I'm pleased to be part of The Shaffer Company because the new owners share our values and have the same commitment to integrity and excellence in delivery and service."

David Hrdlicka, Owner/President of Shaffer, said: "When we were approached about this deal, we simply couldn't believe it because it's virtually impossible to find opportunities like this with a company that has complementary strengths and markets as well as common values. We are truly honored and humbled to join forces with Beacon and shoulder the Riggott legacy."

By joining forces with Beacon, this acquisition fits into The Shaffer Company's growth strategy by expanding its HVAC and plumbing service offering. Additionally, this acquisition adds Oil Delivery service to the company's portfolio.

Brent Davenport, Owner/Vice President of Shaffer, comments: "It's truly a privilege to carry the Riggott/Beacon torch going forward. I look forward to working with Nick and the rest of the team members to merge our strengths and continually raise the bar for our customers."

The two companies are now combined as Shaffer Beacon Mechanical LLC and will continue providing the greatest level of care you have come to know and expect. Over the coming months customers will begin to see new branding, uniforms, web site, social media, and truck labels.

The same staff and services you have come to know and rely upon, are still in place – and now reinforced – to continue providing the best quality service, delivered with integrity and efficiency.

Please see the attached frequently asked questions and answers. As always, if you have any of your own questions... please do not hesitate to call!

David Hrdlicka
President, Owner

Brent Davenport
Vice President, Owner

Nick Riggott
Sales & Project Manager



HEATING · COOLING · PLUMBING · OIL
Quality & Integrity Since 1890

Shaffer Beacon FAQ

Will you still be offering the same scope and quality services we have come to rely on?

- Yes. Our team of technicians will remain the same, now combined, and continue to provide the highest quality service you have come to expect

Can I still request my favorite technician?

- If you have a favorite, please feel free to request them and, as always, we will make every effort to assign them to your job

When I call for service, what number should I call?

- Call the same number you've always called; we will dispatch the nearest technician or the technician you request

When I call for service, who will I be speaking to?

- As always, when you call, you will reach the same members of our team who will get your request to the right people, that can take care of your needs

Can I still expect quick service?

- We now have a much larger team of technicians to draw upon; that combined with GPS vehicle tracking, will allow our dispatcher to get someone to you quickly

Will my service contract still be valid?

- Yes, your service contract is intact

How will this effect oil delivery and my oil budget plan?

- Oil delivery and budget plans remain the same. Online oil ordering will still be available as well.

As a Shaffer customer, will I be able to order Oil Delivery service now?

- Yes, please call so we can set you up.

Will you still offer 24/7 emergency service?

- As always, you can count on us to provide emergency service 24 hours a day / 7 days a week.
- With our increased staff of technicians, response times will greatly improve for after-hours service.

Where will your base of operations be?

- Our 'front desk' for customers to come visit will remain as-is, in both locations.
- As always, our service technicians don't really have a 'base'; they dispatch from home or wherever they are at the time – which covers the greater Bristol and Granby areas and everything in between.