



Co-Owners
Mike and
Tammie Nokes

By Ruth Fields

Photos by K² Images

***McGilberry Mechanical is
dedicated to doing each
job right, whether it's
for a home or a business***

For years Glenn, a local business owner, called McGilberry Mechanical when his business' HVAC system needed repair. He soon learned he could trust Mike Nokes, co-owner of McGilberry Mechanical. "You know they're honest when you have a problem, and they actually take the part and show it to you," Glenn says. "He would let you know when things needed to be done, but he would find ways to fix it rather than selling you a whole new unit."

When Glenn moved his business to a custom-built facility in 2007, he trusted McGilberry Mechanical to design the HVAC system for the building. He was impressed when Mike

analyzed the building's structure, suggested an appropriate system, and then designed duct work to enhance its performance and efficiency. Glenn was wowed by the results.

When he built a new home two years later, Glenn once again called McGilberry Mechanical to install a HVAC system that would combine high efficiency and low maintenance. And once again, he was happy with the outcome. He says that even during the hottest part of the summer and the coldest part of the winter, his home (with about 2,000 square feet of conditioned space) generates utility bills of only about \$200 per month. For a nominal annual charge, he subscribes to McGilberry

Mechanical's maintenance agreement, which also saves money.

"They come out twice a year, in the spring and in the fall," he says. "They check everything out and make sure everything is running like it should. If there is a problem, they can nip it in the bud."

Glenn is not McGilberry Mechanical's only happy customer. Many other customers have high praise for the company and have taken the time to write letters of gratitude. "Your people are courteous, clean, knowledgeable, and efficient," wrote one customer. "This is just a note to let you know how pleased I was with the service of your company. I appreciate your

Business Focus

McGilberry Mechanical



timeliness and your professional and friendly technicians,” said another letter. One longtime customer wrote, “You have been with us for many years, and we highly recommend you to others for the experience and reliability provided by your company.” One note simply said, “Oh yeah, baby! That’s what I’m talkin’ about! It’s cool. . . and you are awesome!”

Born in a barn

After working as a HVAC technician in the area for 17 years, Danny McGilberry decided to start his own business in 1990. The barn on his property north of Huntsville was available, so Danny set up shop there. His stepson, Mike Nokes, joined him in the business about a year later.

“My dad always had a good mechanical mind and was great with his hands,” Mike says. “He passed that on to me.”

Danny ultimately opted for semi-retirement and sold the business to Mike, but the business hub remained in Danny’s barn for 18 years. About five years ago, Mike and his wife Tammie moved McGilberry Mechanical to its own home on Highway 30 East in an effort to enhance its community presence. Mike and Tammie, however, have not forgotten their roots. They are proud of the McGilberry name and strive to uphold the family’s reputation for quality service, says Tammie, co-owner and marketing manager. “We care about your comfort,” she says. “If our customers are not comfortable, neither are we.”

Doing the Job Right

McGilberry Mechanical is dedicated to doing each job right, whether it’s for a home or a business, so technicians stay up to date on evolving technology. Sometimes, doing the job right means salvaging an existing HVAC system—what Tammie calls getting “all the goody” out of a unit. Other times, McGilberry Mechanical technicians encounter outdated or builder-grade HVAC systems, which can

be highly inefficient. In such cases, technicians use a computerized application to show customers if it is economically advisable to replace their old units with high-efficiency systems.

“We educate the customer on all their options,” Mike says. “Every customer doesn’t necessarily need a new system. We can give them the option of repairing. There are no high-pressure sales tactics. We never suggest something that is not in the customer’s best interest.”

Whether they’re repairing an old unit or installing a new one, McGilberry Mechanical

technicians refuse to cut corners. For example, they never skimp on ductwork. Properly designed, installed, and sealed ductwork can make systems highly efficient, Mike says. In addition, the company makes its own sheet metal, so technicians can install units with custom fits, rather than making do with standard pre-cut sizes.

While Mike and his team of technicians are proud of their expertise, they are also known for an intangible quality—they treat people more like friends than customers. McGilberry Mechanical customers must like this >>

Goodbye 2014

Happy New Year

To An Amazing 2015



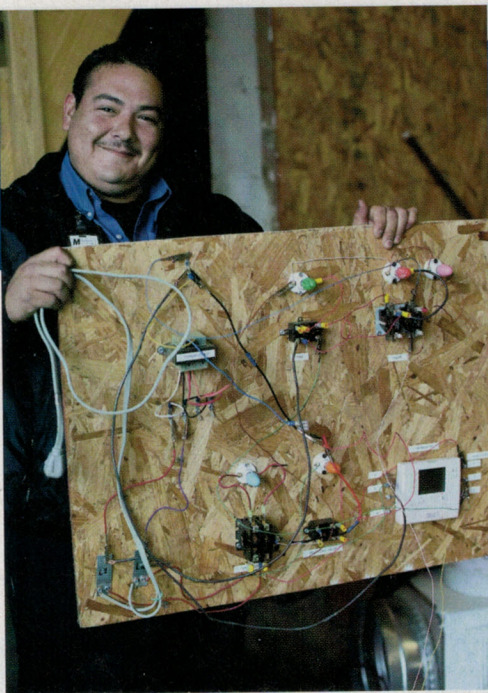
All Signs Point To A New Year Filled With Endless Possibilities!



Come Experience The Dretke Difference

Contact Dee Dee Today!
936.661.7021
www.deeededretke.com





**We educate the customer on all their options...
Every customer doesn't necessarily need a new
system. We can give them the option of repairing.**

**Amber Fuller,
Office Manager**

approach; Mike estimates that 90 percent of the company's business comes from repeat customers and referrals.

"We get to know our customers and get to know what their needs are. I don't want to run over and repair and leave. If we really care about our customer comfort, we are going to look at all their HVAC needs. We feel compelled

to say something to the customer if there is something that would help their system."

One such customer, whose utility bills were usually about \$500 per month during the summer, took a technician's advice when he suggested improvements to her system. Afterwards, her utility bill plummeted to \$170. "She was astounded," Mike says.

McGilberry Mechanical customers never have to worry about unpleasant surprises at the conclusion of jobs, thanks to the company's upfront pricing policy. In addition, McGilberry Mechanical offers financing with competitive interest rates; approval, Tammie says, usually takes just five minutes. The company also

provides a one-year warranty on all work and offers a money-back guarantee that systems will work properly. Mike says only once in the company's 24-year history has a customer requested a refund.

McGilberry Mechanical offers service 24 hours a day, seven days a week. If customers experience breakdowns, McGilberry Mechanical responds quickly. Although response time varies, Mike says technicians usually arrive within two hours, even during July, the company's busiest month.

Many McGilberry Mechanical customers take advantage of the company's maintenance agreement so that breakdowns will be less

**Your
world.**
Alive with
sound.



**Make sure you are hearing
your best for the new year! We offer:**

Hearing tests • Hearing aid demos • Most up-to-date hearing aid technology



**Call 936.755.4296
to schedule your
appointment!**



**FAMILY HEARING &
SENSORY NEURAL CENTER**

www.familyhearingcenter.com



AudigyCertified™

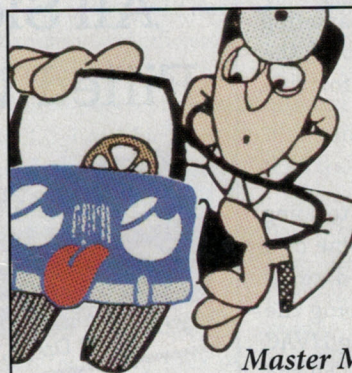
VICK LUMBER LLC

Randy & Rita Lowery, Owners

936-348-3522

206 West Magnolia Street • Madisonville, TX

Mon. - Fri. 7 am - 5 pm • Sat. 7 am - 12 pm



WC Auto Center

Complete Auto Repair
Serving Huntsville Since 1997

Tune-Ups • Brakes • Electrical
Major Engine Repair • A/C & Heat
Computer Diagnostics • Custom Wheels
Transmissions Repair • Tires/Alignment
American Racing Dealer

Master Mechanics on Duty

Two Locations For Your Convenience

1412 Sam Houston Ave
936-291-1093

1704 Hwy 30 East
936-295-2280





likely. Potential problems are often spotted when they can be repaired easily and inexpensively, and customers who have maintenance agreements earn a 15 percent discount on any work that needs to be done. Hundreds of area residents now take advantage of this program. "We pride ourselves on maintaining our customers' A/C systems so that they last longer," Mike says. **P**

(936) 291-2640
1618 Highway 30 East
Huntsville, TX 77320
www.McGilberryMechanical.com

More of Mike

Mike Nokes, co-owner of McGilberry Mechanical, has always liked to sing. At his wedding 24 years ago, he sang "Earth Angel" to his bride Tammie. Over the years, he continued to engage audiences with his rich voice. He has performed at many local events, including Diva Night in August 2014. He is also a past finalist at the Country Music Star Contest at the Walker County Fairgrounds. When he and Tammie recently went on a Carnival cruise, he was a karaoke finalist. He enjoys crooning covers to songs made famous by Frank Sinatra, Styx, Journey, Elvis Presley and Elton John. "I call him the singing technician," Tammie says. Videos of Mike's performance at Diva Night are on YouTube.

Mike also possesses another hidden talent. He created Mac the Filterman, McGilberry Mechanical's mascot, using fleecy fabric, hot glue and Velcro. Mac the Filterman frequently attends local events, such as Relay for Life and the Huntsville Walker County Chamber of Commerce Trade Expo.



YOU WANT \$100. WE WANT YOU AS A CUSTOMER. THAT WAS EASY.

Come in today: 33 SH 75 N, Huntsville, Texas
125 SH 150, Suite B1, New Waverly, Texas

936-295-2224 | ffin.com

1) Present this advertisement to a Personal Banker. 2) Open a new WOW or Heritage checking account (subject to approval) before January 31, 2015. 3) Make an opening deposit, at which time we will issue the \$100 bonus. Limited to one bonus per account opened. If a new account is closed within 90 days of opening date, a \$15 account closing fee will be charged.

MEMBER FDIC

**FIRST
 FINANCIAL
 BANK**

YOU FIRST