

ABR Wholesalers - Gold Level Associate Member



*ABR President
Jody Monaco McGarry*

In 1960, **Jim Monaco** accepted a transfer from Long Island to Rochester to manage the York factory branch here. Four years later, York wanted to divest itself of the branch, so Jim established ABR Wholesalers as a York distributorship with branches in Albany, Buffalo and Rochester – thus the initials. Today, the company has



The ABR management team – Ruth Monaco, Jody Monaco McGarry, Jim Monaco and Matt McGarry.

a branch in Buffalo and a sales office in Syracuse, and ABR now stands for Always Buy Right.

In those early days, most of the company's business was commercial. It began evolving to its current mix of residential and light commercial when ABR became a Rheem distributor in 1975.

Jim was dedicated to the busi-



As part of its dedication to customer service, ABR remodeled the counter area to include an extensive showroom and equipment display area, as well as the counter.

ness, the HVAC industry and the Rochester community. He was active in the business right up until his death. Today, ABR is in the capable hands of his wife, daughter, son and son-in-law (see photo). Jody and Jim grew up in the business, and Matt has been with the company for more than 20 years.

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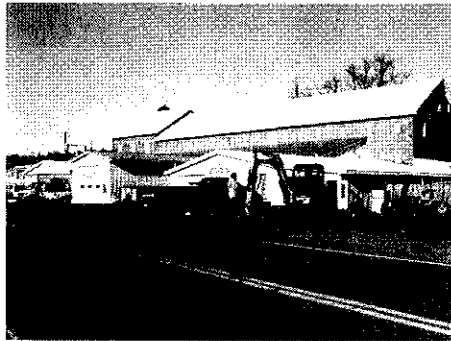
Halco Expands – Adds Wholesale Supply Company

PBS Supply in Lyons is the newest member of the Halco family of companies. PBS means "Positively Better Service".

Heating, air conditioning, plumbing and electrical products comprise most of PBS's more than 100,000 offerings.

In addition to its wholesale supply business, PBS is also one of the largest equipment rental agencies in the area.

The 40,000 square foot building at 102 Canal Street in Lyons, houses showroom, offices and warehouse. The large, multi-story brick building in the background of the photo was existing when Halco acquired the property. There had been a wholesale distributor-



ship there before. Halco built the white steel structure that is attached.

Hal Smith says contractors can call 315.946.6161 or fax orders to 315.946.6147 and a PBS Supply courier will deliver the order to a job site.

Hal says PBS is carrying hard to find items, including emergency parts.

Regular business hours are 7:00 AM - 9:00 PM, seven days a week. Plus, customers will have access to PBS 24/7 via the web at pb-supplyco.com.

Hal's motivation for starting PBS Supply was to provide a one stop supply house, tool rental and messenger service for the rural areas in which he does business. He also wanted to keep his highly paid technicians from running from supply house to supply house. "It isn't efficient and is a waste of their talents," he said.

ABR Wholesalers

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In the second generation of family management, ABR continues its dedication to customer service. Asked for her primary vision for ABR, Jody quickly responded, "To continue to be the best in the Upstate New York territory."

She went on to explain that ABR's success is dependent on its customers' success. So, customer needs are the major factors in management decisions.

This dedication to customers extends beyond the warehouse and showroom on North Goodman Street. ABR and its people are also active in a number of community and charitable organizations.

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