

Heating System Failure Leads to Replacement at Rochester Assisted Living Facility

Case Study



Summary

Customer

Desiree's Place

Location

Rochester, NH

Industry

Senior Living

Laars Product Installed

FT Series 399 Boiler

Contractor

Lang's HVAC

The Situation

Freezing temperatures, thick blankets of snow, and damaging wind gusts topping out at over 65 MPH plagued New Hampshire during the winter of 2025.

Desiree's Place, an assisted living facility in Rochester, NH, faced a potentially dangerous situation when their aging boiler stopped working in February 2025. This facility offers 24-hour supervision for senior adults and assists their residents with all aspects of daily life including meal preparation, laundry, medication management, and more. A broken boiler left Desiree's Place without heat or hot water during one of New Hampshire's biggest storms of the season. The storm's cold snap saw temperatures ranging from below zero to just 20 degrees Fahrenheit.

Teams needed to act fast to restore heat and hot water to the facility before it became dangerous for the residents and disrupted their care and activities.



The Challenge

The boiler at Desiree's Place had experienced previous mechanical issues. Notably, it had broken down multiple times prior to February 2025, leaving the building without heat and hot water for extended periods of time.

It was time for a change that would not only address the current issues but would also guarantee a reliable solution for the future. Danny Lang with Lang's HVAC from Dalton, New Hampshire, was called in to examine the unit and provide recommendations. Hoping for a quick solution, Lang's HVAC first attempted to prolong the original unit's lifespan with some patches



and small fixes. However, it quickly became clear that a full replacement was necessary when they needed to return to service the boiler within 24 hours of deploying the patches.

The Solution

Laars Heating Systems is a quick, 8-minute drive from Desiree's Place in Rochester, NH. Jason Brannan, Protocell Technician at Laars® Heating Systems, recommended that the facility replace their old unit with a new Laars® FT399™ Boiler due to its reliability and overall ease of installation. The FT399™ boiler is built with the contractor in mind; it has hook up connections located on the top and bottom of the unit, and its small footprint encourages easy maneuverability even in tight spots. Additionally, Brannan chose this specific unit due to its 95% thermal efficiency rating. Over time, this will help Desieree's Place save on fuel consumption.

Laars® Heating Systems arranged for immediate delivery of the new FT399™ boiler as well as the removal of the old unit the very same day that the facility's old unit stopped working. Fortunately, the team's quick thinking and the unit's intuitive design allowed Lang and his team to complete the installation in just 4.5 hours – even though this was Lang's very first Laars® FT399™ Boiler. The boiler was mounted on the optional stand, near the footprint of the old unit, though it could alternatively be mounted to a wall.





The Results

Today, the residents and staff of Desiree's Place continue to enjoy their warm and comfortable environment. The Laars® FT399™ keeps the building warm, the water hot, and it will also provide substantial energy savings and a lower gas bill over time. Lang and his team look forward to supporting Desiree's Place and its HVAC needs for years to come.

Quote:

"Lang's HVAC looks forward to supporting Desiree's Place with maintenance on their new Laars boiler. Any installation that we complete generates what we hope is a lifelong relationship with our clients. In fact, we checked in with them recently and the unit is working great!" – Dan Lang, Langs HVAC