

About the Cover:

Air Conditioning Experts: A Family Affair

By Allie Gardner

Most companies are composed of employees who start as strangers, with every person focusing on his/her specific job within the business. Air Conditioning Experts Inc. defies the stereotypical company. Founded in 1995 by Bill and Heather Preston, the business began with the desire to give customers quality service that displayed the values that so many other organizations seem to lack as well as a satisfying and progressive work environment for their employees. Their first employee was brother-in-law Chris Allen, who started in 1996 and later became a partner in 2000.

Air Conditioning Experts provides heating, ventilation, and air condition (HVAC) services and installations for residential homes and commercial properties, but specialize in working with real estate investors. ACE's goal is to continue to serve homeowners, businesses and investors in all of their markets with the personal service they deserve and always providing superior products, exemplary customer service and supreme workmanship in an unmatched cost effective manner. The company expanded to Orlando and Charlotte after recognizing that the level of customer service they provided in Atlanta would do well in the other markets. The owners felt that those particular cities were a great fit for their type of customer service.

Owner Heather Preston said, "As our customer, you should always rest easy knowing we will be here for you for your comfort needs for years to come."

The business is truly a family affair. Allen partners with his sister and brother-in-law. His mom and stepfather, Nancy and Remo Loyal, manage another company owned by Allen and the Prestons, Steelworks Inc., a security cage business. Allen's son Chris Jr., stepbrother Remeno Loyal, and nephew Keith Hodges also work for Steelworks. Hillary Preston, Allen's niece, works as an administrative assistant for Air Conditioning Experts, and Bill's mom, Ella McCrater, helps around the office part time. Even as it has grown, the company has made maintaining the family atmosphere a priority.

ACE has employed multiple long time family friends to be part of the company's team, some of whom have been with the business since the 1990s.

Allen said, "[Working with family] is great! You know that your partners truly have your best interest at heart."

The company has made it a goal to be a big part of their community. Everyone at Air Conditioning Experts is very involved in their churches. Allen and his family are members of Mountain West Church of God located in Stone Mountain. They work with the outreach program and other ministries that focus on giving back to the Tucker, Lilburn, and Stone Mountain areas. The Preston family belongs to the Dacula Church of God and is involved in similar organizations and ministries as Allen. Bill Preston and Eric Medina, who serve as the comfort advisors, speak on a local gospel radio program twice each month.

Air Conditioning Experts brings Gwinnett County a helpful service to homes and businesses, a family environment that is hard to find anywhere else, and a community outreach that touches hundreds of lives. The business continues to grow and expand, providing unique customer service that is needed in this day and age.