

## Comfort & Air Quality

- Furnace Or Air-Conditioner Noisy?
- Costly To Heat & Cool Your Home?
- Areas Of Your Home Uncomfortable?
- Allergy Problems? Poor Air Quality?
- Dry In The Winter?
- Too Humid In The Summer?

Comfort Specialists can design a new comfort system that's just perfect for you. . .

- Modulating Variable Speed Furnaces
- Furnace Efficiencies of up to 97%
- 2-Stage Air-Conditioners & Heat Pumps
- Dual Fuel Heat Pump Systems
- 13 To 20 Seer A/C Efficiency Ratings
- Electronic Air Filtration Systems
- Ultraviolet Air Purification Systems
- Automatic Humidification Systems
- Zoning Systems For Your Home
- 24 Hour Emergency Service
- Annual Maintenance Programs
- 10 Year Parts Warranties Standard



We proudly offer & install Trane equipment!

## Common Questions

### How do I know what size I need?

To properly determine the size of furnace or air-conditioner needed for your home it is necessary to measure the home taking into consideration the insulation values in the walls, ceiling and floors along with the area and type of glass in the home. Then a computerized load analysis can be run to determine the heating & cooling load of the home along with required airflow through the duct system.

### Which system is right for me?

Everyone is different and has special needs to consider when choosing a new home comfort system. Trane has ten indoor units and ten outdoor units to choose from making possible at least 100 different combinations of equipment, not to mention air cleaners, humidifiers, air purifiers and zoning control systems—it can be overwhelming! Our Comfort Consultants will ask you several questions to determine your specific needs and help guide you in the right direction.

### How can I pay for my new system?

We accept cash, check, Visa & MasterCard and also have convenient financing options to offer with approved credit. With this many options We're sure we can find an option to match your needs and budget.



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You Can Trust Us With Your Comfort!



## Services We Offer:

- Indoor Air Quality Testing
- Indoor Air Quality Solutions
- Airflow Testing
- Airflow Balancing
- Combustion Analysis
- Heating & Cooling Service
- Replacement Systems

“Comfort Solutions For Your Home Or Business”

## New Comfort Systems



Once you've decided on the comfort system that's right for you it's very important that the system be designed, installed and set-up the way the manufacturer had intended. Without the proper installation and calibration procedures your new system will not operate at the rated efficiency level nor will it provide you with the level of comfort that it was designed to. Our skilled system

engineers and installation technicians will make sure your system is designed, installed and set-up properly for maximum efficiency, safety and comfort—Guaranteed!

You'll also find added touches on our jobs that you won't find with other companies. We put rubber pads between the furnace and floor, so the furnace won't be damaged by water. Note the Metal electrical disconnect by the air conditioner and rubber coated, metal conduit—not the cheaper plastic. Check out the full steel cabinet on the air conditioner for protection. We're proud of the work we do and want you to be proud of your new system and the way it



looks too!



We custom bend our sheet metal for each job. For most jobs we use the sheet metal equipment in our large installation truck and bend the metal

on the jobsite. For larger commercial jobs, or custom residential jobs, we have a full sheet metal shop at our disposal. We keep our installation truck stocked with all the materials we need to install your new system—so it doesn't take long. A furnace or ac unit can be installed in one day. A complete system takes two days.

For your protection we'll lay drop cloths down while in your home and we're fully licensed and insured. We'll even clean up

## Exceptional Service



We're available to solve your residential and light commercial heating & cooling problems 24 hours a day. "If we can't fix it, it isn't broken!" All of our service engineers have a degree in heating & air-conditioning and are EPA certified. Furthermore, our service engineers have experience ranging from

10 years to over 20 years. We're sure you'll be impressed with anyone from our company who works for you!

### Flat-Rate Pricing

On residential work we charge on a flat-rate basis where we charge by the job—not by the hour. We charge a diagnostic fee to send a service engineer over to check out your system and determine the cause of the problem. Once we find the problem we can give you a price to repair the problem out of our Flat-Rate Pricing Guide. This way you'll know the cost every step of the way. We'll even give you a **One-Year Warranty** on the work we do. On commercial jobs we charge on a time and material basis.

### Maintenance Agreements



#### Preventive Maintenance & Energy Saving Agreement

- Reduce Heating & Cooling Costs
- Extend The Life Of Equipment
- Verify Safe Operation
- Catch Small Problems Before They Become Expensive Repairs
- Priority Customer Service
- 10% Discount On Repairs
- Never An Overtime Charge
- We'll Send You Service Reminders
- One Less Thing To Worry About

With a small investment you can join our long list of customers who are benefitting from our maintenance plan. In an optional bonus, you'll receive our monthly energy audit, your annual heating and cooling audit, and more! You'll spend less on your annual maintenance program.

We have available annual Preventive Maintenance Agreements for your home heating & cooling equipment. The current investment is \$158 per year for an agreement covering one furnace and air-conditioner. When you own one of our agreements we'll see you in the spring and fall for a safety inspection and performance tune-up on your air conditioner and furnace. Should you need service during the year we give a 10% discount on repairs and don't charge you overtime rates after hours. A properly maintained home comfort system will operate cheaper, last longer, heat and cool better and provide for better comfort in the home. We recommend annual maintenance....

## Customer Satisfaction

Customer satisfaction is very important to us. Without super-satisfied customers we don't get repeat business or valued referrals to friends and family. In fact, referrals are so important to us we have a Comfort Specialists **"Referral Rewards Program"** where we send a check for \$50 to any customer who refers us to a friend for a service call or new home comfort system. Here are a few comments from our customers taken directly off our satisfaction surveys...

- "Very happy with the salesman and installers, they did a neat and clean job." Ken Rockhold
- "The installers were very neat and professional in the installation of the new Trane equipment" Kim Farlin
- "I was very impressed with Trane equipment...Comfort Specialists did an excellent installation." Lonnie Seckler
- "The whole process with Comfort Specialists was very professional." Don Hartshorn
- "They were very fast and courteous and very nice to work with." Jerry Miller
- "Our new system was a major investment in our home—but a wise one. We couldn't be happier." Tom Jordan
- "Technicians paid attention to detail, were very courteous, very professional and always had the customers best interests in mind." Becky Gibson
- "They did a great job of cleaning up after the installation." Sharon Minnes

We are currently members of the Trane Comfort Specialist Program. Only the top Trane dealers in the nation are members. As members Trane sends out customer surveys to our customers to get feedback on the kind of job we're doing. Customers rate us in several categories and we are given a score out of a possible 100 points. We are consistently rated in the upper 90's. This puts us among the top Trane dealers in the nation!



Call Us Today And Get The Service You Deserve!