



Another hot summer?

Dear Friends,

Did you know that 2016 turned out to be the hottest year since record-keeping started in the 1880s? It was the third year in a row that a global heat record was set. Based on this trend, you have to wonder if we're headed for yet another stifling hot summer.

We can help you keep your cool—and help you control your cooling costs, too. A new high-efficiency cooling system will perform better and reduce your summer electric bills by as much as 50%. You'll also save on repairs—an ongoing and expensive problem if your old system is wearing out.

If you've been considering replacing your cooling system, now is the time—before a prolonged heat wave makes us all melt. Give us a call or contact us through our website to request a no-obligation estimate for a new cooling system: Our knowledgeable team can answer all your questions. You may qualify for special financing and rebates on selected systems.

Are you thinking about a backup generator for your home? Our area is prone to violent summer storms, resulting in many downed wires and prolonged power outages. We can show you a range of options and help you choose a generator that's right for your home. Visit CarolinaGenerators.com for more details and then give us a call. *Whatever the weather brings, we're here to help you stay safe and comfortable!*



Scott Kelly

Warmly,

Scott Kelly

Avoid these three a/c mistakes

Here are the biggest mistakes we've seen people make when buying a central a/c system.

➤ Overspending on efficiency.

Sometimes it makes sense to spend extra for an ultra-high-efficiency system. Sometimes it is not worth the cost. It depends on **your total energy use** and the trade-off between up-front costs and savings down the road.



➤ Choosing the wrong contractor.

It's not the equipment but the **quality of the installation** that makes the biggest difference. You can invest in the best system in the world, but if your contractor installs it improperly, you will not get the comfort and savings you paid for. What's more, it can be a nightmare trying to get contractors to stand behind what they sell.

➤ Not understanding all the options.

We are large enough to give you lots of different choices for your budget and physical space. If you have **more options and good guidance**, you are much more likely to live "comfortably ever after."

Create toys, games, art pieces and more!

Download **thousands of FREE 3D models** from the online XYZ 3D Gallery.

WIN a 3D printer!

Do you have budding builders in your home? Enter to win the new **XYZprinting da Vinci Mini**, a consumer-friendly 3D printer that is easy to set up and use.

Read this newsletter and answer the questions on the enclosed card. All entries received by 6/30/17 with the correct answers will be entered into a drawing. **FIVE winners will be selected!**

No purchase necessary. A purchase will not increase chance of winning. See enclosed card for details.



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A/C problems — how much do you know?

Every summer, we fix air conditioning problems — some simple, some tricky. Here's a closer look at a few of these problems and how we solve them. We've also provided hot tips to help you avoid problems from happening!

why does an a/c system stop making cool air?

One of the most common problems we see is an air conditioning system that runs but fails to generate any cool air. When we dispatch our technician on a call like this, he will begin his diagnosis by checking out these typical causes:

- **obstructed airflow in the ductwork or filters**
- **dirty evaporator coil**
- **faulty system controls: the thermostat and blower fans may not be set correctly or operating properly**

In some cases, our technician may find an ice buildup on the evaporator coil and stains on the refrigerant piping. This usually indicates a loss of refrigerant. A few tests will confirm the diagnosis. If a system has lost too much refrigerant, it can no longer cool the home properly.

The technician's solution: He will use a detector to find and fix a leak in the refrigerant line. Next, he will recharge the system with the proper amount of refrigerant so cool air can flow again.

If you have an old system that uses R-22 refrigerant, adding more can be a costly expense. See related article below to see how you can avoid this.

why does an a/c system leak water?

Your air conditioning equipment creates cold air by passing warm air over the indoor evaporator (cooling) coil. This causes condensation to form and flow off the coil. During normal operation, a cooling system produces large amounts of water from condensation.

Normally, the water exits through a drainage system. But if the drain line gets clogged, water backs up and spills over the drain pan and into your house. If it's not detected right away, you could be facing expensive water damage.

We can stop this from happening. When we do annual service on your a/c system, we'll clean the coil and flush the condensation line to prevent dirt buildup in your system. We can also install a float switch, which will automatically shut down your system if a drainage problem occurs.



In a typical a/c system, about 27 gallons of water go down the drain every day!



how your home gets cool

Liquid refrigerant enters the coil of the **indoor unit (A)**, absorbs heat and **cools the air**, which is then blown through **ducts (B)**. The vaporized refrigerant, which now carries heat, is **pipel (C)** to the **outdoor unit (D)** where it is compressed back into a liquid and the **heat is released outside**.

(That's why you feel hot air coming out of the back of your outdoor air conditioning unit.)

should you repair or replace?

Use this guide to help you decide whether it's best to repair your system or purchase a new one.

	REPAIR	REPLACE
AGE OF SYSTEM	Less than 10 years	More than 10 years <ul style="list-style-type: none"> • Older systems use R-22 refrigerant, which is expensive. • Older systems are less efficient and cost more to repair.
COST AND FREQUENCY OF REPAIRS	Less than 50% cost of new unit <ul style="list-style-type: none"> • Unit still under warranty • Less than two repairs in last 10 years 	50% more than cost of new unit <ul style="list-style-type: none"> • Any repairs after warranty expires • Any repairs after 10 years and older
EFFICIENCY OF UNIT	More than 13-SEER <ul style="list-style-type: none"> • If it's still efficient, it may be worth keeping. 	Less than 13-SEER <ul style="list-style-type: none"> • New units have ratings up to 20-SEER. You save money long-term because of higher efficiency.



are you spending more to be less comfortable?

If your system is not keeping your home as comfortable as before and your electric bills have been getting higher, ask us to evaluate your equipment. It could be that it is reaching the end of its life span and should be replaced. If your system still has some life in it, the main problem may be a lack of maintenance.

Over time, dirt and debris build up inside a system, lowering its efficiency. Not only will your home become less comfortable, but you will spend a lot more money on electric bills. You also risk a costly repair and the loss of your manufacturer's

equipment warranty, which can be voided if a proper maintenance schedule is not followed.

That's why it's so important to get your air conditioning system serviced at least once a year!

On your own, you should change or clean the system's air filter about once a month to keep the system running as efficiently as possible.

Follow the manufacturer's guidelines for changing or cleaning your filter.



Join the Club and RELAX



If you are a member of the **Carolina Comfort Club**, you can rest easy. This service agreement includes regular maintenance to improve efficiency and prevent breakdowns, along with money-saving repair coverage. But the benefit that members like the most is our guarantee of fast priority service for heating or cooling emergencies.

We've worked hard to earn a reputation as one of the premier home comfort companies in the area —and that includes an exceptional response to requests for service. But when temperatures hit extremes and a lot of systems fail under the strain, we can't be everywhere at once. In those situations, we award priority to our loyal Comfort Club members, making sure that we fix their equipment problem as soon as possible.

Want to relax this summer? Give us a call or contact us through our website today to request enrollment.



**Heating and Air Conditioning
Sales and Installation**

Indoor Air Quality

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SNAPSHOT

Danny Dill joined our team this spring as a comfort consultant, bringing with him ten years of industry experience.

"I love meeting so many different people, from all walks of life, every day," he says.

Danny tells us that he has seen amazing changes in technology since he started in the home comfort business.

"The computer systems in equipment have really advanced a lot," he says. *"It makes them easier to control, and you can even program them with your phone."*

Married, with two daughters and three grandchildren, Danny has been a youth league coach for 17 years. He also served 10 years in the U.S. Army, participating in Operation Desert Storm. Danny enjoys motorcycle riding, stock-car racing, boating and fishing.



Danny Dill
comfort consultant



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Make sure your cooling system keeps you cool all summer.

Schedule your a/c tune-up today!

What's important to you?

Think of what you value most in a heating and cooling company and see if your answers match the responses below, which are based on a comprehensive survey of more than 40,000 homeowners. They were asked which factors were most important to them when selecting a company for maintenance and repair.

Here are the top five answers:

- ✓ Problems are fixed right the first time
- ✓ Service and installation are done at scheduled time
- ✓ Getting an appointment is easy
- ✓ Service technicians are courteous
- ✓ Service techs leave work area clean

These factors are also important to us. We are committed to keeping you comfortable and helping you save energy. Our company mission is designed around these values. When we install equipment such as a furnace, a generator, a central air system or a heat pump, we stand behind our work 100% —because we care about quality and our reputation is on the line.

