

# Your Family's Comfort Is Our Top Priority!



## Indoor Comfort Evaluation Guide

Thank you for allowing us to help you purchase a new comfort system. This guide will take you through the process we will follow to help you choose the best solution for your comfort needs.

Our focus is on three primary objectives:

1. Providing the most comfort for your investment
2. Keeping your family safe
3. Giving you the most value for your energy dollars

To accomplish these goals we follow a nationally certified six step process created by the National Comfort Institute.

We strongly encourage your participation in this process. You will find it both interesting and educational. We've found that homeowners who take the time to learn a little bit about their comfort system, enjoy the most value for their investment.





# THREE

## We Measure System Performance

Once we've determined what size equipment your home needs and how much air each room needs, it's time to measure what it's actually doing. In the rare instance that your blower is inoperable we may have to discuss other options to complete some of the testing.

### How's Your System's Blood Pressure

Before measuring the air going to each room, we measure your system's "Blood Pressure," known as Static Pressure. This measurement helps us determine whether your system is operating within a normal range. If there are comfort or energy wasting issues, static pressure testing often helps pinpoint the source of the problem.

### Am I Getting The Right Amount of Air To Each Room

This step involves measuring the exact amount of air coming from each register. We encourage you to be involved in this step of the process as it can help you understand the causes of comfort issues as well as energy waste.

There is often a big difference between what the equipment is capable of doing and what your entire system is delivering into your home.



## We'll Rate Your System's Efficiency

After we've collected the information we need to evaluate your system, it's time to go to work. The first thing we'll do is rate your system's performance and delivered efficiency. This may be done in home or at our office with results returned to you during the recommendation step.

### What's Going On With Your System?

We'll show you data that reveals how your system is operating and identify deficiencies if there are any. This rating method shows actual delivered BTUs of the entire system including your duct work and registers.

If your equipment is capable of delivering a certain amount of BTUs and only a portion of that potential is delivered, your system could be wasting anywhere from 10 to 50% or more. The national average is less than 60% delivered BTUs.

Typical causes of poor performance include one or more of the following:

- *Leaky Ducts*
- *Improperly Sized Duct Work*
- *Insufficient Number of Supply or Return Registers*
- *Poorly Installed Equipment*
- *System's Not Been Adjusted or Balanced.*

By fixing these types of problems, energy bills can drop dramatically and your home's comfort and air quality can be improved.

# FOUR





# FIVE

## Let's Review Our Recommendations

Once we have all the facts and have determined the best options to meet your comfort and efficiency requirements, we will put together a detailed proposal which usually outlines several options based on your specific needs and budgetary requirements.

### What Are Your Options?

Our goal in reaching this step is to make sure you have all the information you need to make an informed, educated decision. Many of our satisfied customers tell us that as a result of this process they typically know more about their system than any other contractor they've received a quote from.

We typically make recommendations based on five or more criteria, including:

1. Improved Comfort
2. Safety
3. Indoor Air Quality
4. Energy Efficiency
5. Best Return For Your Investment



Other criteria might involve special use areas such as home offices, spa areas, home gyms and more.

# SIX

## We'll Perform the Work and Measure System Performance



Once you've decided on the system that best meets your needs, we can schedule and perform the installation work. Our technicians are professionally trained and will use the latest techniques to install and adjust your new system.

When your new equipment is installed, the final step is to test and rate your system to make sure it performs as promised.

This testing resembles our earlier diagnostics. We begin by documenting the amount of treated air leaving your furnace or air conditioner and then test your rooms to confirm the highest amount of comfortable air is coming into your home.

### We'll Prove Your New System is Comfortable and Efficient

You will receive a detailed report outlining the final performance of your system including delivered BTUs and efficiency as well as airflow to each room.

This final step helps insure that you got what you paid for and you continue to enjoy the most return for your comfort investment for years to come.

### Our Installation is Guaranteed

We stand behind our work with any warranty service that may be required along with general maintenance to keep your new equipment in top working order.

One of our most popular services is a yearly agreement that guarantees timely visits to inspect and adjust your heating and cooling equipment so that it stays working at maximum efficiency.