



## Comfortable Thoughts

WINTER 2015

### PERSONALLY SPEAKING

## what's your resolution for the New Year?

Dear Friends,

Most people see the New Year as a time to take stock and set goals for improvement—whether it's losing weight, exercising more or being better organized. For us, we have an *ongoing* resolution to exceed your expectations every day, all year long. We dedicate ourselves to finding ways to make our best even better.



Greg Leisgang

to customers' account and service history. These are just a couple of examples. We keep our team well trained and up to date on the latest technology so you will have an expert on your side whenever you need help or advice, whether it's for an installation, a tune-up or an emergency repair.

So whatever the rest of the winter brings, our resolution never changes: to do our best every day to **keep you safe, save you money and improve your energy efficiency** without sacrificing an ounce of your comfort.

Warmly,

Greg Leisgang  
President

## don't let your home dry out

**Indoor humidity levels** drop when your heating system runs more frequently to keep you warm in the winter. Low humidity inside your home means dry air, which is not only uncomfortable, but can cause other problems as well.

For example, **air that's too dry can make you more susceptible to colds and other illnesses.** (Research has shown that certain bacteria and viruses grow better in dry environments.)

Dry air is also bad for your home, especially if you have wooden floors or a lot of wood trim.

We have a solution for you—installing a **whole-house humidifier**, which will create a healthier and more comfortable environment in your home. As a bonus, when the humidity level goes up, you'll feel warmer at a

lower thermostat setting, and that means you'll save money on your heating bill. Call or email us to learn more.



## WIN a fridge + \$300 to fill it!

Add this high-efficiency refrigerator to your kitchen this year.

You'll also get a \$300 gift card for a local supermarket!

Just read this newsletter, then go to

[TriCountyHt.com/contest](http://TriCountyHt.com/contest)

and answer the questions on our website. All entries received by 5/14/15 with the correct answers will be entered into our drawing.

**MAYTAG 30-inch bottom freezer refrigerator:**

- 19 cubic feet total capacity
- 10-year limited warranty
- Energy Star qualified
- gallon-size door bins

No purchase necessary. A purchase will not improve chance of winning. See website for details.

Total prize value: \$1,800

Mention this article and receive **\$50 OFF** a new humidifier installation!

Offer expires Feb. 28

# KIDS ASK the Best Questions

## Learning How to Save Money and Stay Comfortable

**We love kids!** They have a lot of wisdom and they're not shy about asking questions. Follow along as Ava and Jarrett quiz us about what we do. What they learn could make a difference in **your own comfort — and save you money too!**

How do you know that thing is going to work right?

**Well, if this were a refrigerator,** we would just bring it to your house, plug it in and we would be done. But a heating or cooling system is not that easy. First, we had to figure out what size system works best for your home and family.

Do systems come in small, medium and large?

**Not exactly.** When we talk about size, we're talking about how much power the

system has, sort of like a car's engine. A system that has more power than your house needs will waste money. It can be noisy too because it will force air to move around your home too fast. But if there isn't enough power, your home will not feel comfortable. And it will cost more money because a system that's too small will keep running and running.



What size fits just right?



**There are tests** that help us figure out how much heat gets into your house in the summer and how much heat it loses in the winter. This is one way we know how much power your home's heating or cooling system needs.

Once we pick out the right equipment, we make sure we put it in the right way. Some companies take shortcuts, but then the heater or air conditioner won't work right. Your family will spend more money and your house won't feel comfortable enough. We don't take shortcuts. We always do things the right way because you're important to us. We want you to feel comfortable and save money.

We're trying to save for college. What else can we do to save money?

### Replace old equipment.

Because we're putting in a new heating system, your family is probably going to save hundreds of dollars every year on energy. You'll also save money on repairs because old machines break a lot. New ones, if they're taken care of properly, will have very few problems.

### Take care of your equipment.

Proper maintenance is essential to keeping equipment running efficiently and saving money. Your parents can talk to us about a service plan or maintenance program.



### Change the temperature in your home.

You can probably help your parents with this. There are programmable thermostats that let you set the temperature you want at different times of the day and night. You don't need to keep your home as warm when you're sleeping or away from home, so this saves you money. There are also "smart" programmable thermostats that let you change the temperature with your smartphone or computer at any time, no matter where you are. If you use a programmable thermostat right, you may be able to help your parents save about \$100 a year.

### Add an air cleaner.

We can put in a machine that catches dust and other things floating in the air (like hair from your dog). This makes your home healthier and can save your family money on heating and cooling too.



My bedroom gets too hot sometimes, but my playroom is never warm. Can you fix that too?

**When you can't get** comfortable in all your favorite rooms, it usually has to do with how the warm or cool air is moving in the home. This is another opportunity to save money, because if the air is moving the way it should, you won't be spending as much to feel comfortable.

What keeps the air from moving the right way?

**The air moves** through metal ducts inside your walls and ceilings. (No, not those kind of ducks!) If the ducts are blocked, the air can't move. When we install new equipment, we make sure your ducts are working right for your home. Sometimes there are other problems. Recently, we saw a house without enough vents (the things that let the air out). Some of the vents were in the wrong place too. We fixed that problem and added special controls in the ducts. This helped make all the rooms feel just right.

How will you fix my house?

**We will examine** all the ductwork and do many tests. Once we know exactly why your rooms don't feel comfortable enough, we will make the right corrections so you can enjoy your bedroom and playroom even more!

Are we being green?

**You certainly are!** Many products are **Energy Star rated**, like the equipment we recommended for your home. A blue Energy Star label means a product will use less energy and cause less pollution.

In just one year, Energy Star products helped Americans avoid the same amount of pollution that comes from **23 million cars!** And together, these people saved \$12 billion on their energy bills in one year.

Sometimes, even one little thing you do can make a big difference. If every home in America replaced just one traditional lightbulb with a compact fluorescent lamp, we could save another \$600 million—and create less pollution because we would use less electricity.





It's Hard To Stop A Trane.®

## time for a new system?

If your heating or cooling equipment is more than 15 years old, you could reap real savings from a new system. Today's high-efficiency equipment is designed to make your home more comfortable while **reducing annual energy costs by 30% or more**. Your new system can eventually pay

for itself with the money you save on heating, cooling and repairs.

Our knowledgeable equipment experts can help you choose the right system for your home, and install it properly—**usually in just a day or two**.

Call or email us to request a FREE estimate.

*High-efficiency heat pumps can provide you with affordable comfort all year long.*



## ask the expert

**Q: How does a heat pump work?**

**A:** A heat pump pulls heat out of your home in the summer, just like an air conditioning system. In the winter, the heat pump captures heat from the outside air and transfers it to your home. (Yes, even cold air has heat energy in it.) A blower fan then pushes this heat through your ductwork and your vents.

**Q: I have an old gas furnace and central air conditioner. Should I consider replacing them with a heat pump?**

**A:** This is a possibility. Thanks to innovations in technology, such as the **hyper-heating inverter**, heat pumps can now keep a home toasty warm even if outdoor temperatures drop to 0°F! That's a big improvement over the heat pumps of the past, which became ineffective when outdoor temperatures reached the freezing point (32°F).



**Ray Huber**  
Comfort Specialist



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**B**ob Robida only joined the Tri-County team in December, but he has years of industry experience under his (tool) belt. He started out by working for his dad, and later on increased his skills further by working for Trane—with a period of teaching elementary school in between.

Bob says the biggest concern for homeowners considering an equipment replacement is saving energy without sacrificing comfort.

*"I really enjoy helping them sort through all the information and taking the extra time to help them really see the long-term benefits of a new energy efficiency system,"* he says.

Away from work, Bob enjoys family time with his wife and 13-year-old daughter. He is also an avid sports fan, following football and basketball in particular.



**Bob Robida**  
Comfort Specialist