



Comfort from Our Family to Yours...Since 1994

500 E. Gannon Avenue #100  
Zebulon, NC 27597



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Kansas City, MO  
Permit #2436

**We offer a full range of products and services**

- Air Conditioning
- Commercial
- Ductless Systems
- Emergency Service
- Filtration
- Geothermal
- Heating
- Home Automation
- Humidification
- Indoor Air Quality
- Tune-ups
- Maintenance Programs
- Residential
- Thermostat and Controls



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## REEL IN RELIABILITY.

**Scratch off savings up to \$2,000<sup>2</sup> or choose 0% APR financing for 60 months<sup>3</sup>**

**HERE'S HOW IT WORKS.**

1. Say yes to a complete heating and air conditioning system purchase.
2. Your Trane dealer will electronically enter your information and SEER for units purchased into the Big Game contest site.
3. Then just "scratch" to reveal your savings!

Savings are calculated by multiplying the SEER rating of your unit with the dollar amount of your scratch-off. For example: If you're purchasing a unit with a SEER rating of 16 and you scratch off \$75, your rebate will be \$1,200 (16 x \$75 = \$1,200).

Promo 08791. Not valid with any other offers or on previous purchases. See your representative for all details that may apply. <sup>2</sup>See your independent Trane dealer for complete program eligibility, dates, details and restrictions. Special financing offers OR trade-in allowances from \$75 up to \$2,000 valid on qualifying systems only. All sales must be to homeowners in the United States. Void where prohibited. <sup>3</sup>The Home Projects and Home Projects® Visa® credit cards are issued by Wells Fargo Financial National Bank, an Equal Housing Lender. Special terms apply to qualifying purchases charged with approved credit. The special terms APR will continue to apply until all qualifying purchases are paid in full. The monthly payment for this purchase will be the amount that will pay for the purchase in full in equal payments during the promotional (special terms) period. The APR for Purchases will apply to certain fees such as a late payment fee or if you use the card for other transactions. For new accounts, the APR for Purchases is 28.99%. If you are charged interest in any billing cycle, the minimum interest charge will be \$1.00. If you have a Visa card and you use it for cash advances, the cash advance fee is 5.00% of the amount of the cash advance, but not less than \$10.00. This information is accurate as of 07/01/2016 and is subject to change. For current information, call us at 1-800-431-5921. Offer expires 12/15/2016. Copyright © Trane 2016 Trane promotion ends 12/15/16. Comfort Master is licensed within the state of North Carolina. License #17728



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**“Thank You!”  
for choosing Comfort Master**

Always reach out to us with your feedback on how we can make your experience better. We have made it easy to share positive comments about your service.

Please go to **ComfortMasterInc.com** and click on this icon



**Comfort from Our Family to Yours...Since 1994**



Tommy & Fay



**Customer Care – Not just words to us.**

With the coming of fall, it is nice to take a deep breath after the intense heat of summer that taxed many air conditioners to their breaking point. Until a system failure is experienced on a hot humid summer day, we forget how much an air conditioner does to make our days comfortable. Thank you for trusting us to have provided maintenance, service repairs or installing a new system for you.

We have been overwhelmed by the care our customers have expressed following the death of one of our service technicians, Richard Moon. See page 3 for a dedication to him from our Comfort Master family.

While our primary purpose is to care for our customers' HVAC needs, the relationships we form allow you to trust us in the services we provide. Customer care is at the center of the decisions we make every day and the training focus for our team. We have many competitors who provide the same products we do, but I believe our significance and our greatest asset to our customers is to provide our services in such a way that you can trust us to do the right thing and give you peace of mind.

Fall is the planning season to prepare for cooler weather and we have some great opportunities for you. The Trane® Fall 2016 scratch-off savings of up to \$2,000 gives you an added incentive to replace an aging troublesome system and save instantly (see page 4). Or use our \$20 coupon to get your system working in tip top shape.

We hope you enjoy all the beautiful colors of fall, and thank you for your business!

**We Gladly Serve The Triangle Area Of NC!**

**(919) 878-0998**

**ComfortMasterInc.com**

# A ROUND OF *applause*

I signed up for a new HVAC contract on my two systems at my new house a couple of years ago. I selected them based on excellent reviews on Angie's List and Google. Sam Davis, the service technician has continued to service our home. He arrives promptly at the specified time and completes a thorough assessment and servicing of my systems. He is always very friendly and knowledgeable and willing to answer my questions. As stated previously, I had a good sense of honesty and competence about the company and Sam has continued to confirm that confidence through multiple visits to my house. — Bruce D.



## Service Corner: Timing of Tune-Ups

**Proper maintenance on your system(s) can make a significant impact through:**

**COMFORT:** Increasing the efficiency and life span of your equipment

**SAVINGS:** Reducing your utility bills by up to 20%

**PEACE OF MIND:** Helping to keep your warranty in place with your manufacturer

**SAFETY:** Keeping your family safe from carbon monoxide poisoning

Every spring and fall our phones are taken over with calls for tune-ups. We love and appreciate the work, but we'd like to let you in on a little secret. Annual maintenance (tune-ups) can be done any time of year — not just the season prior to system use.

Have peace of mind knowing your systems can be serviced any time of year as long as maintenance is done on the system once a year for each piece of equipment (furnace and air conditioner). We do this because just 1/8" of dust on a blower wheel can cause exhaustion and equipment failure over time.

## Become A Part Of Our Comfort Club Family And Enjoy The Comfort You Deserve

### COMFORT CLUB BENEFITS:

- Two visits annually
- Lowering operating costs - utility and repairs
- Increased life expectancy of equipment
- Priority customer, 24 hour service
- No overtime rates
- 10% discount off any repairs and double parts warranty from one to two years
- Priority scheduling
- Experience peace of mind and energy savings

**\$20 OFF ANY SERVICE**

\*Not valid with any other offers or on previous purchases. See your representative for all details that may apply. Not valid on diagnostic or emergency service fees. Valid on services of \$200 or more. Service offer ends 12/31/16.



## Cauliflower Chowder

### Ingredients:

- 8 slices bacon, diced small
- 1/2 small onion, chopped
- 1 celery stalk, chopped
- 2 garlic cloves, peeled & minced
- 4 c. grated or shredded cauliflower
- 2 Tbsp. water
- 2 Tbsp. flour
- 2 c. chicken broth
- 2 c. milk
- 2 1/2 c. shredded cheddar cheese (save 1/2 c. for garnish)
- Green onion for garnish (optional)

### Directions:

In a large stock pot over medium heat cook bacon until crispy. Remove from the pan and drain. Remove all but 1 Tbsp. of the bacon fat from the pot. Add the onion and celery until soft and translucent, then add the garlic and cook until aromatic. Add cauliflower and water and cover until steamed and cooked through (approx. 5 min.). Sprinkle with salt and pepper. Add 1 c. of the chicken broth and all of the milk. In a separate bowl, whisk flour with remaining chicken broth. Add to pot, stirring until chowder begins to boil (approx. 4 min.). Reduce heat to low to let the chowder simmer and thicken. Turn off heat, stir in cheese and half of the bacon. Serve with cheese, bacon and, if desired, green onion for garnish. Enjoy!

## WORD SEARCH FUN

How good are your search skills? The words below are hidden in the puzzle. See if you can find them all!

- |              |             |              |
|--------------|-------------|--------------|
| Advanced     | Efficiency  | Repair       |
| Air          | Family      | Replace      |
| Conditioning | Filter      | Safety       |
| Appointment  | Friendly    | Satisfaction |
| Certified    | Furnace     | Service      |
| Clean        | Healthy     | Thermostat   |
| Comfort      | Local       | Trusted      |
| Cool         | Maintenance | Water Heater |
| Customer     | Plumbing    |              |
| Ducts        | Quality     |              |

S F I W D E V A D M Q B G P U C H J T X T H E R M O S T A T K  
 L N R Y U O Z Q M D H A G S N T U Y C V J L E B O F X Z I K A  
 P C Z C C I A O L C N M B K S Z U Q J P L U M B I N G P R H P  
 D T V Y T E W F G X E N Z K F O Q Y J S O A B W R P H M X I P  
 D E G T S U L V N S K R J A L O E F F I C I E N C Y R Y I S O  
 S A F E T Y Z R Q P M I T D E T V W B X A F U H G G J I W A I  
 Z D K P S U E Y A O L A E I Q R B F X H L T M V N K J N Z T N  
 Y A T I L M G B D S U P E X F F H M W V R R C L M V O P Q I T  
 Y Z B J O D E I O C W E X F G I H K N C U T S A T U Z M O S M  
 N P B T D Y J K L Q I R E G R V E F X W H K Z C E M H D J F E  
 G F S A B F I L W S Y A I R C O N D I T I O N I N G N Y X A N  
 W U P V R U T Q A N Z L O E O Y X U T R A B I S V D T R Q C T  
 C R F M P G H J T E K W C X M K A L O U J N Z Y W I I M B T D  
 V N E F R H U G E Q T I S P F U P Q X S A V I J L D E B E I Z  
 F A Y S L H K W R N V O R G O R M T C T A R Q A P O J Z C O S  
 X C O P V N F E H R A B Y K R D I L U E M C U W T R G Q N N H  
 I E O V W S Y A E B N D R X T G Z E C D F Q E U H J M P A I T  
 K L Q H Q W C S A Y Z K O E N V S X N A B P M F J D C U N R G  
 T L I H N L L X T D M B C I T U W A F D D O P Q E R S Z E F V  
 G J K M Z Y E N E J H H E A L T H Y Z I L A V M P K E U T B O  
 C W S L G F A C R D I R Q X T Y N Q B A L Y Y V P J C E N U D  
 F W T I K L N G M H O R S Z X C A Q R N T T E U V X B I I D W  
 F Z G M F A M I L Y K H J L O P S Y S U Z M E Y A B J K A T C  
 P I H F V D G L E N Q O R X W V A B Y T Z U R R D M N O M C S  
 H W Q D X E G F J R E P L A C E I P V L K K J H Y T M C V P Q  
 A D A B G I L N S R U W X Z O F E E P Q T U Z A B H C O O L C



*in memory of*  
**RICHARD MOON**  
 SENIOR SERVICE TECHNICIAN

It is with sad hearts that we share the loss of one of our Comfort Master family. Richard Moon, one of our senior service technicians, who was a part of our Comfort Master team for 12 years, died August 1st in his sleep. Richard knew how to care for his customers. Richard loved to bake, loved dogs, loved to talk to his customers and loved to fix things. We could rely on Richard to get any system working. He was devoted to his wife, Faye, of 41 years and to his four boys, two grandchildren and his little dog. Richard is missed by many!

*We thank each of you who have sent your condolences by phone, mail and email.*