

My heat pump/air conditioner went out the first week of November, and I called Comfort Master based on the reviews on their website and the Better Business Bureau. I had also received newsletters from them and felt they had a good sense of community. I called on Saturday and Bobby Watkins was at my house on Sunday. He was thorough in checking my old Trane® and measuring for the right unit. He was personable, very knowledgeable and explained everything in depth. He showed up with a heat and air unit to use until my new unit could be installed. Moises, Charlie and Sebastian were my installers and they were wonderful. They showed up at the time I was given, were very personable, respectful and wore booties over their shoes when entering my home. They did not leave a speck of debris in my yard. The installation was very organized and quick. Comfort Master set up the county inspection and filed for my Duke Energy rebate. I cannot say enough about this company and the wonderful folks who work there. I highly recommend this company and Trane®-I replaced a 22-year-old Trane® with a Trane®.

— Sheryl H.



Comfort from Our Family to Yours

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Spring 2016

A Word from Tommy & Fay

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The Brown Family

Welcome to 2016!

Our online customer reviews are truly amazing. We are overwhelmed with gratitude to each of you who have taken the time to share your Comfort Master experiences online. We invite you to look at the reviews on our website. Teamwork is something that the team strives for daily so that we can provide each customer with our best.

Comfort Master has some very exciting opportunities for the next couple of months with a great Trane® Spring consumer promotion of **NO INTEREST until January 2021** OR a **Trade-in allowance of up to \$1,000** on qualifying equipment! See the specific details on the back page of the newsletter.

Do not forget to schedule a cooling system tune-up. One of the great parts about being a member of our Comfort Club is that we pre-schedule your appointment and then do the follow-up to provide your tune-up in a timely manner. Please call today and get the first month of your new membership **FREE!**

As 2016 has begun, we are overwhelmed with so many blessings: the best customers and team to provide our customers with the best care. Each of our customers and team members are truly important to us, and THANKS FOR BEING A PART OF THE COMFORT MASTER FAMILY!



EARLY
Sale
BIRD

Buy a qualifying system and choose:

No Interest until January 2021* OR **Trade-In Allowance up to \$1,000****
with Equal Monthly Payments

Promo 08421. Not valid with any other offers or on previous purchases. See your representative for all details that may apply. *The Home Projects® Visa® credit card is issued by Wells Fargo Financial National Bank, an Equal Housing Lender. Special terms apply to qualifying purchases charged with approved credit at participating merchants. 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 use the card 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 01/06/2016 and is subject to change. For current information, call us at 1-800-431-5921. Offer expires 5/30/2016. **See your independent Trane® Dealer for complete program eligibility, dates, details and restrictions. Special financing offers OR trade-in allowances from \$100 up to \$1,000 on qualifying systems only. Offers vary by equipment. All sales must be to homeowners in the United States. Void where prohibited. Copyright © Trane 2016.

“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

We Gladly Serve The Triangle Area Of NC!

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We offer a full range of products and services

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



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Sudoku Challenge

- The rules are simple. Each puzzle is a 9x9 grid of squares that is divided into nine 3x3 square blocks, with some squares empty.
- The object is to fill the blank squares so that each of the numbers from 1 to 9 appears only once in each row, each column, and each block.

Call our office today to register your answers for a chance to win a \$50 gift card to a local restaurant.

			4	9	3	1	7	5
			5	8		2		
1			2				9	
7								9
5	3		7		9		8	4
8								2
	6				5			1
		4		2	7			
9	1	5	6	4	8			

Our technician was on-time and professional, as always. Having the regularly scheduled maintenance with Comfort Master gives my family and I the peace of mind knowing everything is running smoothly. I'm sure it also saves us costs in the long run by having the system evaluated & tuned up by an expert on a regular basis. Thank you Comfort Master! — Patrick N.

Service Corner: Filtration

One of the most effective and least-expensive ways you can help maintain your home's heating and cooling system is to regularly change the air filter. Sounds easy, right? Unfortunately, a vast majority of homeowners just don't do it. That's why Comfort Master wants to take a few minutes to explain to you the benefits of keeping that air filter changed and in good shape.

One of the greatest benefits to filtration is your family's health. A dirty, improper or inefficient air filter can contribute to poor air quality in your home.

This can trigger unhealthy side effects, such as:

- Asthma
- Allergies
- Respiratory Symptoms
- Sore Throat
- Runny or Stuffy Nose
- Nausea
- Headaches
- And even Fatigue and Depression

A clogged air filter can also cause extensive damage to your system that could ultimately lead to costly repair or even premature replacement. Checking, cleaning and replacing your air filter should be done every month. It's also important to remember that cleaning or changing your air filter is just one component of a regular maintenance schedule.

For even better peace of mind, consider filtering the air in your home with a **Trane CleanEffects™ Air Cleaner** that removes up to 99.98% of airborne particles. Say goodbye to worrying about breathing in harmful bacteria or allergens. An added benefit: instead of replacing the filtration component, our technician will clean it during your maintenance visits every six months! Call us for a free quote on adding this cleaner to your system.



Spring into action



Regular A/C or heating maintenance helps keep your system operating efficiently, thereby saving you money on your utility bills. It also can prevent costly repairs and helps protect our environment, especially when it comes to detecting and correcting air conditioning refrigerant leaks.

Regular and effective maintenance can:

- Improve your comfort
- Promote longer system life
- Save up to 10-30% on utility costs
- Reduce the likelihood of A/C or furnace breakdowns
- Meet warranty requirements
- Help save on repairs



At Comfort Master, we offer a maintenance plan that will meet all of the above criteria and provide you with peace of mind. Call to learn about our Comfort Club Membership to start saving today.

TEAM MEMBER profile



ISMAEL ARREOLA - LEAD INSTALLATION MECHANIC

Meet Ismael Arreola, who has been a part of our team for 10 years. Ismael grew up in Mexico City and moved to the U.S. in 1996. He lives in Wilson with his wife, three boys and one girl. Ismael enjoys going to church with his family and watching football and soccer. He takes pride in his work and looks forward to showing each customer the final product. No matter how late, he will stay until his customers have a system that is working. Ismael consistently has customers that are happy to share their experiences online. A few of his many reviews are below:

"...professional and conscientious. It was evident he takes great pride in his work and that he will put in extra effort to ensure the end product meets his high expectations."—Rick H.

"... He took time to show me the new thermostat... very polite and courteous. Thanks."—Marcella H.

Thank you, Ismael, for your dedication and service as a Comfort Master team member!

Carla's Pineapple Cheese Ball

Customer Service Representative

- 2 blocks cream cheese (softened)
- 1 can crushed pineapple (16 oz.)
- ½ C. finely chopped onion
- 4 tsp. sugar
- 2 C. chopped pecans

Drain pineapple well, squeeze pulp if needed. Combine softened cream cheese, pineapple, onion and sugar in a bowl. Mix well. Form mixture into a large ball. Pour chopped pecans onto a flat surface and spread out evenly. Roll ball over pecans until lightly coated. Serve with your favorite cracker. Makes a very nice appetizer. Enjoy!