



500 E. Gannon Avenue #100
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ComfortMasterInc.com



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SUMMER/FALL | 2018

Home Comfort News



COMFORT FROM OUR FAMILY TO YOURS... SINCE 1994



A word from Tommy & Fay

Tommy and I are truly amazed at all the wonderful customers whom we are privileged to serve. Your wonderful online reviews of your experiences with our team are truly heartwarming and only reinforce why we are in business. We know there are many choices for heating and air conditioning and we continue to believe we must always focus on the "WHY" that guides our customers in selecting Comfort Master.

Do the Comfort Master Four Whys link to your Whys?

1. Your health and safety
2. Your comfort
3. Your energy savings and
4. Receiving the best customer service possible!

No matter the time of year when you need to replace a system Comfort Master has the right equipment, installation, and flexible financing of 72 months equal payments no interest on a qualifying system (details on page 4). The best part about a new system is that you start getting a return on your investment immediately and that investment continues for many years.

We want to say THANK YOU to our Comfort Club customers who maintain their participation in the maintenance program. Your system will last longer and have fewer repair problems when maintenance is performed. Your technician will do a detailed

inspection and testing as well as a thorough servicing of your system.

Between visits you can do the following DIY tasks:

- Change the HVAC air filter every month
- Remove debris from around the outdoor unit
- Hose down the outdoor unit when dirt begins to accumulate on it
- Trim back foliage to at least 10 inches from the outdoor unit
- Keep insects such as slugs or ants away from the unit and electrical connections
- Ensure that supply and return registers are unblocked by drapes, rugs or furniture

The team at Comfort Master thanks you for your business and we are always here to serve you!

Tommy & Fay

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 ▶**



Troubleshooting your A/C

Comfort Master's technicians want you to know that while many A/C issues need the attention of licensed professionals, many others can be resolved by homeowners. So, here are a few A/C troubleshooting tips for you to try before you pick up the phone and call us:



CHECK THE THERMOSTAT

Make sure your thermostat is working properly and set to the temperature that you desire.



CONDENSER NOT RUNNING

After you have adjusted your thermostat, the condenser should kick on. If it doesn't, check that it is plugged in and make sure there are no blown fuses or tripped circuit breakers. If it still does not run, this could signal a faulty motor or compressor.



AIR CONDITIONER NOT COOLING

This could be the result of several issues. First, lower the thermostat by 5°. If the unit still does not blow cool air, this could mean problems with the condenser or evaporator. Clean the evaporator, condenser coil and fins and clear any debris from around the condenser. If it still is not cooling better call us.

Do you know what can help with avoiding all of these issues?

Regular maintenance! Take advantage of one of these special offers to get you through the remaining heat wave:

\$119 TUNE-UP¹ OR \$29 OFF SERVICE OR REPAIR²

Promo 11131. Not valid with other offers or on previous purchases. See company representative for more details that may apply. ¹Per system. ²Valid on services or repairs of \$200 or more. Offers cannot be combined. Offers expire 12/31/2018.



Employee Profile:

Susan Melvin
Service Dispatcher

Susan Melvin joined the Comfort Master team in 2017. She brings many years of customer service experience from the restaurant business. Susan and her husband currently reside in Wilson. She enjoys walking on the beach and spending time with her husband and their four dogs. She guides the Service Technicians daily to make sure her customers get the best possible service. Comfort Master believes in building trusting relationships through honesty with our customers and team members. Susan represents Comfort Master and that statement impeccably on a daily basis. We value her dedication and are glad to have Susan as a member of our team.

A round of applause

Replaced our second floor AC/Heating unit. Started by getting a quote from Mike. He took the time to meet with us and explain the available options. Ismael and Roberto did a great job with the installation. To describe my experience with the Comfort Master team - Punctual, Professional, Precise, Pragmatic and Pride. It's comforting to do business with a company who takes pride in their work. —Jim L.

At Comfort Master we believe it has become even more important to take care of the things we own, and our heating and cooling system is no different. Lack of maintenance means wasted energy, more repairs and less comfort. As part of our commitment to value, I want to make this offer available to you. Ask how you can save with a Comfort Club Maintenance membership.

OUR ULTIMATE TUNE-UP INCLUDES:

- **Complete cleaning and 17-point adjustment to factory specs.** What's the #1 cause of equipment failure? Dirt and lack of maintenance. It's worth every penny. \$139 value.
- **Indoor Air Review** – We can inspect your air return and note any problems or contamination. \$59 value.
- **Indoor Coil Cleaning** – We are concerned about your indoor air quality and recommend cleaning your indoor coils every year (Weather permitting). \$167 value.

BECOME A COMFORT CLUB MEMBER TO START:

- **saving money**
- **gain peace of mind**
- **receiving exclusive perks & priority service!**



RED, WHITE & BLUE ICEBOX CAKE



- 2 - 3.4 oz pkgs cheesecake pudding
- 4 c. milk and a ½ c. milk (separated)
- 2- pkgs golden Oreo cookies
- 12 oz. whipped cream)
- 1 lb. fresh strawberries, sliced
- 1 pint blueberries

Make pudding mixes with the 4 cups of milk according to the package directions. Set aside to thicken up. Dip golden cookies in the ½ cup of milk and place a single layer in the bottom of a 9"x13" pan or glass dish. Add half of the pudding mixture on top of the cookies in a layer. Mix half of the whipped cream with half of the strawberries and blueberries and spread in a layer in the dish. If room allows, add another layer of dipped cookies and/or pudding and finish with a layer of whipped cream topped with the fresh berries. Refrigerate or freeze at least 4 hours. If frozen, thaw for at least 20 minutes at room temperature for easier serving. Makes 16-20 servings. Enjoy!

All-American Trivia

1. What color is the first stripe on the American flag?
2. How many stars are on the American flag and what do they represent?
3. Who wrote the Star Spangled Banner in 1814?
4. What year was the first reported Independence Day with a fireworks display?
5. When do you fly the flag upside down?
6. What year was the 50th star added to the flag, and what state does it represent?
7. When was the Statue of Liberty designated as a U.S. National Monument?
8. How many signers signed the Declaration of Independence and in what year?
9. True or false? It is illegal for a living person to be represented on U.S. currency.
10. How many U.S. presidents served two terms?

CAN YOU ANSWER ALL OF THESE PATRIOTIC QUESTIONS ABOUT AMERICA?
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