



The Comfort Zone

Quarterly News from the Air Comfort Experts

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Our Experience, Your Comfort

Greetings! Welcome to the first issue of Comfort Zone, the HGH Mechanical e-newsletter. We're delighted to have the opportunity to communicate with you in a new way, and let you know how much we value you as a customer or what we can do for you as a potential customer. Comfort Zone is designed to bring you news about how trends in the heating and air conditioning industry will affect you at home and at work. You'll find useful information for money-saving activities that you can implement right in your own home, and you'll learn more about what's hot and what's not in HVAC. Get to know our service technicians in the profile section – you'll be glad you did.

Comfort Zone will be a quarterly publication, sent directly to your e-mail. We hope you will read it and enjoy! If you have any feedback, we'd love to hear it. If you have story ideas or questions, please don't hesitate to share them with us.

Sincerely,
Manny Gomes
President

What's Hot

What's hot? Hopefully spring and summer in Maryland. That means getting your spring maintenance tune-up for your heating and cooling system. It's the hot trend to get two "physicals" for your system per year, scheduled with the change of seasons. The HGH technician comes to your home dressed appropriately and ready to work, with tools in hand. In the spring, he will review the nuts and bolts of how your air conditioner is running -- from the way it sounds to the way it maintains a steady temperature in the house. In the fall, he'll focus on the furnace. Using a 15-point checklist, you'll know that everything has been reviewed.

Hot buttons for manufacturers: systems that aren't regularly maintained. Many manufacturers won't honor the warranty on parts unless you can produce a maintenance log. The HGH Mechanical maintenance service keeps a record of each time your system is checked. It lists the results and any adjustments that were required. It helps you flag problems before they become huge issues.

The hottest: preferred customer maintenance agreements. With HGH Mechanical, two agreements are available: Basic and Elite. Both include two maintenance visits, as well as priority status for those visits – you'll be catapulted to the top of the inspection list! You'll receive discounts on parts, labor and new equipment. And, you'll have the peace of mind that your system won't fail you in the coming seasons. Learn more ([link to maintenance agreements](#))

Cool Down

Cool trends in HVAC:

- Smart technology – Program your thermostat, or your entire home electronics system. Program it on-site or remotely. Set timers for fluctuations in temperatures according to your lifestyle, and watch your energy bills get smaller.
- Variable Refrigerant Flow – currently prevalent in the commercial industry, but watch for it in residential. VRF allows an outdoor condensing unit to be connected to indoor fan coil units, resulting in higher efficiency for your air conditioner.
- Educated and qualified technicians – the industry is demanding that HVAC technicians be just that – technicians. At HGH, our technicians complete a rigorous program of problem-solving skills and learn

the details of all manufacturers units. They also learn customer care, so they can explain the inner workings of your HVAC system in layman's terms, and give you the reasons you may need parts or a whole new system.

The Coming Season: Summer Specials from HGH Mechanical

Call today and mention offer code SUMR14 to take advantage of one of these limited time specials:

- \$20 OFF any service call
- \$150 OFF any complete system purchase
- \$69 Summer tune-up/routine maintenance (parts and repair labor additional, if needed)

Tech Talk: Nelson Sappington, HGH Technician

Nelson Sappington began his career in the HVAC industry after graduating from high school and watching his brother become a technician. He took the opportunity to work with him, and found he enjoyed it. Sappington joined HGH Mechanical in 1999, and has been providing the HGH Mechanical outstanding service every day.

A typical day begins with his commute from his home in Baltimore County to HGH Mechanical's offices in Harford County. Upon arrival, Sappington checks the appointment book to see where his team is headed that day and the types of calls they have. Then, he loads the necessary equipment and tools into the truck. If he's doing service calls, he says he'll often make three or four calls during the day.

If it's a new installation of an HVAC system, he says it's only one per day. In both instances, he enjoys meeting the homeowners and pinpointing the problem. After 15 years on the job, he's heard or seen just about everything that can go wrong and has faced many challenges. He remembers one call when his truck ladder accidentally hooked itself to a decorative wall in a client's driveway. Unfortunately, the truck kept moving and so did the wall!

Sappington says the most challenging part of his job is keeping the customer's home clean during a replacement or repair call. "We put tarps on the floor and vacuum when we're finished, but it's often the dirtiest old equipment that is coming up out of the basement over the whitest new carpeting," Sappington said.

Sappington joins other HGH Mechanical technicians in keeping his skills fresh by attending classes and seminars on equipment updates and industry trends. His advice for new hires at HGH Mechanical: "Do what you're supposed to do, put forth your best effort and take care of HGH's property as well as the client's property," he said.

"I enjoy working here," Sappington emphasizes. "That's why I'm still here."



**Keeping you comfortable,
*HGH Mechanical***