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# Climate Control SERVICES

since 1973

1740 Corporate Dr., Boynton Beach, FL 33426

## *Airing it Out*

An Online Newsletter



[www.ClimateControlServices.com](http://www.ClimateControlServices.com) CMC029301 • CFC050548 • OIR80067000

## ABOUT US

### Team Member Snapshot: Tanicsha Lowery



Need to schedule a service call? How about information about a system part or help with a Service Contract? Customer Service Rep and valued team member Tanicsha Lowery is your go-to gal.

Tanicsha Lowery, a valued Climate Control employee for nearly 4 years, works in our Customer Service Department, and is the point person on a number of important duties. Tanicsha's responsibilities range from scheduling service calls and answering customer questions on a broad range of topics to giving clients explanation about service contracts and various inter-office administrative tasks.

The best part of a typical workday, says Tanicsha, is " ... when I can make a customer happy and satisfied." And while we don't want to speak for her, we're guessing the best part of her day outside of work involves her four children, whom she describes as "wonderful!"

Tanicsha is an avid fisherwoman, enjoys the beach and loves spending time with her family.

If you're lucky enough to ring up Tanicsha next time you call Climate Control, say hi and consider mentioning that you saw her featured in this Climate Control Team Member Snapshot.

1-877-738-9101

### Check Your Digital Thermostat Batteries First



We get calls every year around this time about folks having trouble with their A/C that end up being a simple case of the batteries in their digital thermostat needing replacement. It seems batteries don't much care for the the dry air of winter following a long season of working hard to keep your premises cool.

Unfortunately, as easy a fix as it is, we have to cover the costs associated with mobilizing a technician and a company vehicle and sending it to the home or business. Translation: Two AA batteries end up costing the customer a whole heck of a lot more than \$1.99.

Ideally, modern digital thermostats have a "low battery" readout or light to warn you that the battery power is diminishing and you should replace them. If, however, you miss that warning, notice the digital readout fading or one day the unit just plain doesn't come on, try popping in a fresh set of batteries before calling for help. It's not always the problem, of course, but we see it enough to warrant this story, and it could save you a few dollars.

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## SERVICE TIP

### Appliance Service Contracts: Do You Feel Lucky?

At Climate Control Services, we're well aware of the school of thought about service contracts that some folks embrace: that they would prefer to wait until an item actually needs repair before addressing its eventual breakdown. And while we understand that the "out of sight, out of mind" approach is easier at least for today, we don't subscribe to it.



Folks who don't plan for life's possible hiccups are often the same people who skimp on insurance or don't service their vehicles as slated by the owner's manual. Occasionally people like this are blessed with good luck and avoid breaking down on that road in the middle of nowhere that seems to await us all at one time or another. The majority of us, however, usually don't experience such luxury.

For us regular people born with the average dose of Lady Luck, we offer affordable appliance service contracts that cover repair of all the major appliances in your home for when the inevitable occurs. A/C to plumbing to kitchen appliances, we can take care of it all and can customize the right plan for you depending on your particular needs. You'll be first in line to receive service and you'll know exactly the kind of service you'll receive. At Climate Control, we've been serving satisfied customers just like you for over 40 years with experienced and professional maintenance and repair.

Sure, you can wait until your air conditioner breaks down or your plumbing springs a leak to Google a company or rifle through the Yellow Pages and then cross your fingers. Or you can make one call, sit back and let us take care of the rest.

At Climate Control Services, we're not fond of living on the edge. We prefer peace of mind. How about you?

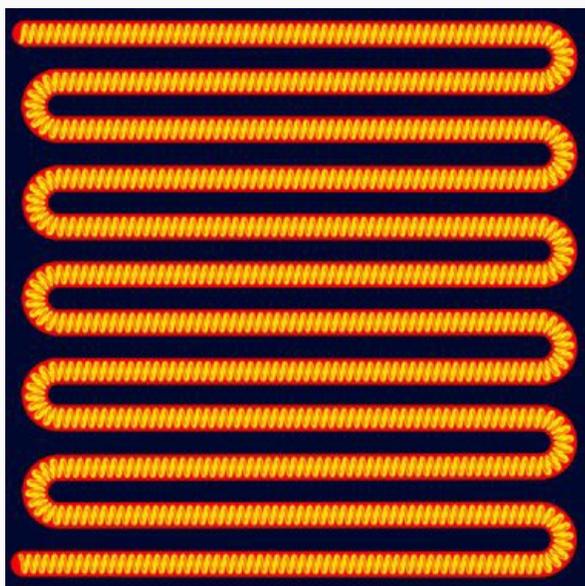
**PEACE OF MIND MEANS ONE PHONE NUMBER FOR ALL YOUR MAJOR APPLIANCE REPAIRS**

Air conditioner \* Thermostat \* Humidistat \* Electric heater \* Water heater  
Range \* Refrigerator \* Plumbing \* Garbage disposal \* Deep freeze  
Dishwasher \* Clothes washer \* Dryer \* Microwave  
Trash compacter \* And more

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## FACT

### Slight, Temporary Burning Smell is Normal



Although we're not scraping ice off our windshield down here in South Florida, the recent cold snaps have certainly been noticeable, and a few of us have no doubt cranked on the heat for the first time this season. If so, did you notice a burning smell wafting through your home?

Well, in all likelihood, there's nothing to worry about. A slight, temporary burning odor is normal when you first fire up your heater after a year or so of not using it. Dust settles on the heating coils and when they heat up, what you're smelling is the dust burning off. It's perfectly normal.

THAT said, please use common sense. While A/C system fires are rare, if your house fills up with smoke or the odor of something burning becomes overwhelming, take action. It is possible, of course, that something is amiss and requires your immediate attention. The vast majority of the time, however, it's just your heater coming out of hibernation.

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## ASK DOCTOR DRAFTY

### What's the Real Deal About Duct Cleaning?



*Dear Dr. Drafty,*

*My wife is due shortly with our first child, and we want to be the absolute best parents we can be. We're conflicted, however, about the true benefits of having our A/C ducts cleaned prior to our new baby's arrival. I've read a lot detailing the pros of ridding your home of indoor air pollution, but also have seen items saying it's not worth the cost.*

*What do you think?*

**Paul and Tricia Kimsley, Jupiter Farms**

Dear Tricia and Paul,

Congratulations on the upcoming birth of your baby, and kudos for thinking proactively about the health of your newborn.

While budget-related decisions differ from one family to the next depending on income and priorities, the decision to clean your A/C ducts to help with the quality of air in your home is similar to how one selects food to consume. Must you eat only foods with fewer preservatives and more nutritional value? Certainly not. You're free to eat fast food three times a day for the rest of your life. This is the extreme, of course, but you see where I'm headed.

If your home has undergone renovation, or if you've ever had any kind of even minor insect or animal infestation, mold and mildew issues, a fire, or if your home is older than 10 years, I'd say that yes, a duct cleaning is probably a priority for you. Especially with a new fresh set of little pink lungs coming on board. If you live in a brand new home and have experienced no issues that could have promoted contaminants to flourish in your system's duct work, then perhaps it makes more sense to wait a year or two.

Any time there are health concerns, however---from adult allergies to a new baby susceptible to airborne contaminants---I lean strongly toward prevention. And even if budget is a concern, with the tools and expertise of today's professionals, duct cleaning is now a very manageable expense for the average household income. You'll still have plenty left for diapers and formula.

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