

An Overview of Carolina Comfort, Inc.

"If you put the right things first in life and take care of those who have taken care of you, the outcome will always be better." - Rich Mitchell

Carolina Comfort, Inc. is 100% customer focused. Our top priority is customer satisfaction. We pride ourselves in knowing we can get the job done right every time and that our clients will be provided with only the best products and services available.

Carolina Comfort, Inc.

Carolina Comfort was formed in 1993 in Newberry, South Carolina by its president & CEO Rich Mitchell. Starting as a small service based company, Rich was joined by a long time friend and service technician Steven Faust. As they began to grow, it didn't take long for the two of them to realize that more help was needed. Rich brought in another friend, Dale King, to handle installations. Today, Carolina Comfort, Inc. has close to two hundred years of experience between the officers and the staff.

Types of Service We Offer

Residential Installation

Our residential installation department is highly trained and up to date on the latest technology and product lines, including all types of indoor air quality products.

Commercial Installation

Our commercial installation department has over 60 years of experience and is able to install many types of ductwork such as spiral duct, rectangular sheet metal, hard pipe systems as well as duct board.

Service Department

Our service department can handle both commercial and residential service calls. Our service technicians provide the utmost service on all brands of heating and air conditioning equipment. We keep our technicians trained and educated on the latest technology in the industry today.

Real Estate Inspection

Carolina Comfort, Inc. will check the heating and cooling cycle of all existing equipment. We will perform this service and inform the seller or buyer of our diagnostic. It is not our intention to the seller to find unnecessary cost or repairs, but to prevent the purchaser from purchasing problematic heating and air conditioning equipment. It is our job to perform and provide an unbiased opinion.

BENEFITS OF YOUR HOME SERVICE AGREEMENT

HELP PROLONG THE LIFE OF YOUR SYSTEM

The average life expectancy of a heating and air conditioning system is 8-10 years. A regularly scheduled maintenance program can increase the life of your equipment by several years.

HELP PREVENT COSTLY BREAK DOWNS

Minor problems such as bad fan belts, loose electrical connections, burned contacts and relays, not enough refrigerant, un-lubricated motors and bearings, all could contribute to a major failure of your heating and cooling system. By having your system serviced twice a year, we can help prevent the major failures.

SAVE ON MONTHLY UTILITY BILLS

Dirty filters and clogged coils can reduce the efficiency of your system by as much as 25% to 30%. This increases the time the system has to run to cool or heat your home to the required temperature, thus costing you more money.

DISCOUNTS ON ALL PARTS

As a Home Service Agreement customer, you will receive a 10% discount on any repair parts needed to make your system operational. (This does not include major components such as heat exchangers and compressors.)

PREFERENTIAL SCHEDULING OF ANY SERVICE CALLS

As a Service Agreement customer, you are a preferred customer. This entitles you to Priority Service over a non-service agreement customer. We also offer a code (MS) which is **MED-ALERT** for those customers with small children or medical problems.

24 HOUR A DAY SERVICE

As a service agreement customer you receive 24 hours a day service, 7 days a week with **NO OVER TIME CHARGE**. All charges will be regular rates.

CAROLINA COMFORT, INC.

You benefit from dealing with a local reputable company. We **CARE** about you, our customer. We are committed to giving you **PROFESSIONAL** service at a **FAIR** price. **TO US, THERE IS NO OTHER WAY TO DO BUSINESS.**

ANSWERS TO SOME QUESTIONS ABOUT THE HOME SERVICE AGREEMENT

WHAT IS A HOME SERVICE AGREEMENT?

The Home Service Agreement is a **preventative maintenance program** designed to maintain your heating and air conditioning system and keep it in top operating condition. If your equipment is maintained in top condition, it will operate efficiently, safe and dependably, resulting in lower utility bills, peace of mind and greater comfort for you and your family. **THE HOME SERVICE AGREEMENT** consists of the following:

- **Two major inspections per year (1 heating & 1 cooling)**
- **24 hour emergency service 7 days a week**
- **All service calls at regular rates**
- **Preferential scheduling of all service calls**
- **Free 1/2 hour emergency call**
- **10% discount on any parts needed for repairs**
- **Clean coils on cooling inspection**
- **Change filters on both inspections**
- **Clean all electrical connections**
- **Lubricate all moving parts**

WHAT ARE THE TERMS OF MY AGREEMENT?

The contract is for 12 months, except for the first year. All Service Agreements expire in **MARCH or SEPTEMBER**. The first year will be less than 12 months unless you purchased it in March or September, but you will receive the same amount of service.

WHEN DO I PAY FOR MY AGREEMENT?

Payment is required in advance. Each year we will send you a statement in advance of the expiration date of your Home Service Agreement. This will be in February if your Agreement expires in March, or in August if your Agreement expires in September. It is marked on your contract when you are to renew.

DOES MY AGREEMENT COVER PARTS AND LABOR?

The labor and materials needed to perform the inspection are included. The materials included are filters and coil cleaner. Parts and labor for a regular service call are not included, but you do receive a 10% discount on parts because you are a service agreement customer. **(Please note a major component such as a compressor or heat exchanger is not considered a part.)**

WHAT DO I DO IF I HAVE A PROBLEM?

When you require service, we request that you contact our office to report your problem. Our service department will obtain all the appropriate information and schedule an appointment for you. Our office is available Monday thru Friday from 8:00am – 5:00pm.

We provide service 7 days a week 24 hours a day. Just call **803-794-5526** or toll-free at **866-640-7811** any time of day or night and you will get service. After hours our answering service will take your call and have one of our service technicians call you back. Please have your contract number and expiration date of your contract available. Our service men do not have access to this information after hours.

WHEN SHOULD I HAVE MY SYSTEM SERVICED?

Heating and cooling systems have been known to fail over time regardless of the equipment's excellent reputation. Therefore, we recommend that the system be serviced twice a year. Once during the heating season and once during the cooling season. By monitoring the system periodically, our technician can address issues before they become problems. To ensure the longevity of your system, Carolina Comfort, Inc. offers a Home Service Agreement. The cost of this agreement is minimal when compared to the cost of potential future repairs.

DO I HAVE TO CALL TO SET UP MY INSPECTIONS?

Our Home Service Agreement Department will contact you to schedule your appointments. However, you are more than welcome to contact us to make arrangements should your calendar reflect an opening before our office contacts you.

MY SYSTEM MAY NEED TO BE REPLACED, WHAT SHOULD I DO?

Contact our office to schedule an appointment with our Sales Department, who will help you make the right decision for your particular needs. They will point out ways that will make your home more energy efficient and comfortable. Efficiency, reliability and quality are three areas we keep in mind when selecting the heating and air conditioning needs for your home. Selecting the right system is very important. Whether you need heating and air conditioning for a new home, want to add to a present home, or replacing an old system, Carolina Comfort's highly trained installation department can do the job. Providing quality installation insures long-term customer satisfaction and builds customer loyalty.

WHAT BRAND OF EQUIPMENT DO YOU SALE AND SERVICE?

We service **ALL** makes of equipment. **CAROLINA COMFORT, INC.** is an independent company. It is locally owned and operated. We sell several different brands and service all brands. This lets us give you what you need, rather than "pushing" a particular brand that may not meet your needs or budget. **YOUR BEST INTEREST ALWAYS COMES FIRST.**

WHAT OTHER SERVICE DOES CAROLINA COMFORT, INC. PROVIDE?

- ✘ Commercial and Residential Service Contracts*
- ✘ Pre-Season Cooling and Heating Inspections*
- ✘ Real Estate Inspection Letters*
- ✘ Air Cleaners and Humidifiers*
- ✘ Indoor Air Quality*
- ✘ New Home design and installation*
- ✘ Furnace replacements*
- ✘ Heat Pump replacements*
- ✘ Air Conditioning replacements*

TYPICAL MAINTENANCE CHECKS PERFORMED DURING A HEATING INSPECTION

CHECK AIR FILTERS

1. Replace if unit has throwaway filters
2. Wash if unit has permanent filters

CHECK THERMOSTAT

1. Insure all wires are tight
2. Insure system cuts on and off at set point
3. Insure thermostat mounted properly
4. Check heat anticipator buildup

CHECK BLOWER COMPONENTS

1. Adjust belt, replace if necessary
2. Check belt and blower alignment
3. Clean blower wheel
4. Check blower bearings

LUBRICATE MOVING PARTS

1. Bearings
2. Motors

CHECK ELECTRICAL CONNECTIONS

1. Fan motor
2. Burner motor
3. All Controls

CHECK MOTOR VOLTS/AMPS

1. Fan motor
2. Draft motor
3. Burner motor

GAS FURNACE

1. Clean burners
2. Check gas valve operation
3. Check thermocouple operation, recommend replacement if necessary
4. Check burner alignment
5. Check manifold pressure
6. Check heat exchanger for cracks
7. Check safety controls repairs
8. Verify proper flame burning
9. Check flue pipe

OIL FURNACE

1. Check oil pump and burner
2. Check transformer
3. Check and clean ignition system
4. Check and clean electrodes
5. Check atmospheric damper
6. Check firebox for cracks
7. Check firebox for excessive soot
8. Check primary control or stack control
9. Check safety controls
10. Check burner coupling
11. Check strainer in oil pump
12. Check oil nozzle and oil line filter
13. Check flue pipe

ELECTRIC FURNACE

1. Inspect elements for breaks
2. Clean terminal block
3. Check sequencer operation
4. Check safety high limits
5. Check for wire tightness

HEAT PUMP (HEATING CYCLE)

1. Verify proper refrigerant charge
2. Check auxiliary heat (electric heat strips)
3. Check crankcase heater operation
4. Check defrost control
5. Check reversing valve

FINAL JOB REVIEW

1. Tighten all nuts and screws
2. Check for any tools left on job
3. Inspect job cleanliness inside and outside
4. Affix thermostat sticker
5. Advise homeowner of needed

TYPICAL MAINTENANCE CHECKS PERFORMED DURING AN AIR CONDITIONING INSPECTION

CHECK AIR FILTERS

1. Replace if unit has throwaway filters
2. Wash if unit has permanent filters

CHECK THERMOSTAT

1. Insure all wires are tight
2. Insure system cuts on and off at set point
3. Insure thermostat mounted properly
4. Check Calibration

CHECK BLOWER COMPONENTS

1. Adjust belt, replace if necessary
2. Check belt and blower alignment
3. Check blower bearings

LUBRICATE MOVING PARTS

1. Bearings
2. Motors
3. Pumps

CHECK REFRIGERANT CHARGE

1. Verify proper refrigerant charge

FINAL JOB REVIEW

1. Clean coil if needed
2. Remove debris from cabinet

CHECK ELECTRICAL CONNECTIONS

1. Compressor
2. Evaporator motor
3. Condenser motor
4. All controls

CHECK MOTOR VOLTS / AMPS

1. Evaporator motor
2. Condenser motor

CHECK CONDENSATED DRAIN

1. Clean if necessary
2. Check for proper drainage
3. Check for water leaks

CHECK SAFETY CONTROLS

1. Crankcase heater working
2. Pressure controls working

CHECK OUTDOOR CONDENSER COIL

1. Tighten all nuts and screws
2. Check for any tools left on job
3. Inspect job cleanliness inside and outside
4. Affix thermostat sticker
5. Advise homeowner of needed repairs