

A Consumer's Guide For

Replacing Your Heater and/or Air Conditioner



Inside you will find information on...

- When to Repair or Replace Your Equipment
- Choosing the Right Contractor
- The Importance of a System Analysis
- Why the Most Important Day in the Life of Your System is the Day it's Installed
- What to Expect on Your Day of Installation



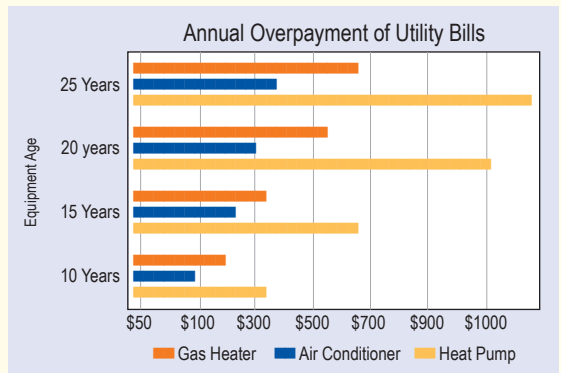
Deciding To Replace Your Equipment

Whether your heating and air conditioning system is broken, expensive to repair, or simply too old or costs too much to operate, your decision whether to replace it should be based on a system analysis.

A higher efficiency system will result in lower energy costs, eliminate expensive repairs, reduce maintenance costs and decrease the indoor temperature variance. More importantly, it will protect your investment with a longer and more complete warranty.

If you're having a tough time deciding whether or not to replace your heater and/or air conditioner, use these five simple rules...

1. If your system is 12 years old or appears to be in poor running condition, **REPLACE IT.**
2. If it is costing you a lot to maintain and is in need of constant repair, **REPLACE IT.**
3. If you have noticed a significant increase over the past year in the cost to heat and cool your home, **REPLACE IT.**
4. If your system does not keep you as comfortable as it used to, **REPLACE IT.**
5. If frequent breakdowns are causing you to take additional and unnecessary time off from work, **REPLACE IT.**



Once the decision is made to replace your heating and air conditioning equipment, choose several reputable local contractors to meet with to verify their qualifications and talk to others who have used their services.

Choosing The Right Contractor

Choosing the right contractor can mean the difference between an installation of your heating and air conditioning system that goes smoothly and provides years of trouble-free comfort to one that winds up costing you thousands in wasted money and aggravation.

Ask these 10 basic questions before you make a decision:

1. How long has the company been in business?
2. How many certified service and installation technicians do they have?
3. Is the company a member in good standing with the Better Business Bureau?
4. Has the company received awards in the community for outstanding service in plumbing, heating and air conditioning?
5. Is the company available nights and weekends with call takers and technicians to handle any service calls or emergencies?
6. Does the company have proof of adequate liability insurance?
7. Does the company provide workers' compensation insurance?
8. Does the company drug test and background check all employees before hiring them and continue random tests?
9. Does the company have all necessary state, county and municipal licenses for the appropriate work?
10. Can the company provide you with a list of references for the work you are planning to have done?



Thorough System Analysis of Your Home

A large percentage of people who replace their heating and air conditioning systems don't take the time to get a proper system analysis and end up with the wrong size equipment. This results in higher utility bills, equipment that fails too soon and a system that does not provide the comfort that you expect.

Six points you should discuss with your contractor before you purchase your new heater and/or air conditioner



- **A Lifestyle Analysis:** Every homeowner's needs are different. Before recommending ANY SYSTEM, a contractor needs to uncover any indoor air quality issues and problems you may be experiencing.
- **Measuring Your Home:** The physical characteristics of every house are different. Be sure that the system you purchase has been custom fit for your home and the needs of your families comfort.
- **Ductwork Design:** Optimum comfort comes from proper air distribution and proper airflow. A complete duct analysis is essential and must be completed before any installation
- **Sizing Calculation:** There's no way you can be sure you have the right size system for a home without first doing a sizing calculation. This will guarantee the best efficiency and the highest level of comfort.
- **System Enhancements:** Small upgrades to your system can make the biggest differences. From improving your indoor air quality to reducing static electricity, today's systems can be designed to improve your health as well as your comfort.
- **Company Background:** Knowing as much as you can about the company is as important as the system you purchase. Ask for references from other home owners they have done business with. Check them out through the Better Business Bureau.

The result for homeowners who spend thousands of dollars on a new system without considering these important facts are: higher energy bills, systems that have a shorter life expectancy and uncomfortable living conditions.

Quality Installation Begins With Training

Proper installation, as well as choosing the right size equipment, accounts for almost 75% of the operating efficiency and performance of the system you buy.

That's why all Horizon Services installation and service technicians attend weekly classes at our in-house training facility. They learn hands-on the most up-to-date installation techniques to improve their skill level. Every technician goes through this rigorous training to ensure that your new system is installed correctly.

The only in-house heating and air conditioning training facility in the TriState area

Our training program includes:

- Quarterly technical testing of all installation and service technicians
- Over 150 hours of training yearly
- Full-time N.A.T.E. Certified trainer with over 19 years of HVAC experience
- Mandatory weekly training sessions for technicians
- Hands-on training with actual working equipment to keep technicians up to date on new technology



We Never Close

Our call center is open 7 days a week and staffed with experienced full time customer service representatives who will answer your questions and schedule service at a time that is convenient for you.

Because as many as 43% of homeowners experience a problem after 5 p.m. and on weekends, we're open until 11 p.m. Monday - Friday and all day Saturday & Sunday. An on-call manager is available at all other times to take your call and dispatch a technician to your home.



What to Expect on Your Installation Day



The most important day in the life of your heater and air conditioner is the day it is installed.



Our technicians will respect you, your home and your property.



We take personal responsibility for your complete satisfaction.



And no installation is complete without the thorough understanding of your new system.