



Trust Us: It's Tune-Up Time

Like most homeowners, you probably receive offers by phone and mail for equipment tune-ups from companies you've never heard of. Although an occasional offer may look tempting, consider this: You can't put a price on the peace of mind you enjoy from dealing with a reputable company that has earned your trust.

As your home comfort specialist, we adhere to only the highest standards, which means we have a commitment to customer service and professionalism all year. We continue to offer highly trained technicians and the highest-quality products available in today's market.

You can also depend on us to keep your heating system running smoothly and at peak performance. Routine maintenance lowers the risk of needing emergency service, so you — and your furnace — will be prepared for the coldest weather imaginable. After all, you don't want to wait for a cold day to find that your home's heating system isn't prepared!

High Country HVAC, Inc. is committed to delivering prompt, professional service for all your heating and cooling needs. So when it's time to choose, install or service your comfort equipment, we hope you'll continue to call us at **801-296-0477**.

Newest Wave Of Energy Efficiency: Hybrid Heating Systems

You've heard of hybrid cars, but did you know that the newest wave of heating systems also uses hybrid energy resources? A hybrid heating system is a more energy-efficient alternative to a standard gas furnace or boiler. By combining an electric heat pump with a gas furnace, a hybrid system can react to changing temperatures by automatically shifting to the most energy-efficient method of providing heat for your home.

Another benefit is enhanced comfort. On mild to chilly days, the electric heat pump will handle your comfort with a steady flow of gentle heat. On very cold days, the gas furnace will take over, switching to the toasty warmth that it's known for. But because a hybrid system is able to easily switch back and forth from electric to gas, you get the most benefit from your energy dollar. Call **High Country HVAC, Inc.** at **801-296-0477** today for more information on this innovative new solution for managing your comfort — and your energy bills.

High Country HVAC
"Raising Your Home Comfort to New HEIGHTS"



801-296-0477

www.high-country-hvac.com

Heating & AC Installation & Service
Indoor Air Quality Solution
Home Energy Audits
Ductwork • Fireplaces



ANY SERVICE CALL

10-15% OFF

On heating, cooling, or ductwork.

Offer good through 11/30/12 at High Country HVAC, Inc. Please present coupon at time of service or sale. Not valid with other offers. If you can't use this coupon, perhaps your neighbor can.

LENNOX COMFORT OFFER

**UP TO \$1,975* IN REBATES
OR
SPECIAL FINANCING AVAILABLE**

on a qualifying **LENNOX®** Home Comfort System.

Offer valid 9/10/12–11/30/12. *Rebate offer is valid only with the purchase of a qualifying Lennox Home Comfort System. © 2012 Lennox Industries Inc. Lennox dealers include independently owned and operated businesses.

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A QUARTERLY PUBLICATION FOR THE CUSTOMERS OF HIGH COUNTRY HVAC, INC.



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See back for special savings

Is It Time To Repair Or Replace?

The last thing any homeowner wants to hear is that their heating system won't make it through another winter. Ignoring the signs of an aging and failing furnace or heat pump may lead to the unpleasant — and chilly — experience of not having heat when you need it most. But consider this — purchasing a new high-efficiency system can actually be more cost-effective than continuing to repair your old, inefficient one. While we highly recommend an in-home assessment of your unit by a professional technician, the

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following are a few questions to help you decide if it's time to repair or replace your heating system.

What type of heating system do you have? Furnaces and heat pumps have different life expectancies. Depending on your use, a furnace has a working life of approximately 15 years, and heat pumps may be ready for replacement after only a decade. So if your system is less than 10 years old, chances are that a service call will do the trick. For anything near or older than its typical lifespan, you may want to consider replacement versus repair.

Are you spending too much money on repairs? And is your old system out of warranty? An out-of-warranty system that requires frequent repairs may be more than an expensive nuisance — it could also be unhealthy — and in some instances even unsafe. Old indoor coils, dirty burners and cracked heat exchangers not only affect the air you breathe, but they also lead to improper system operation.

How long do you plan on being in your home? If you're a short-timer in your home, you may be tempted to limp by and let the next owner worry about replacing the furnace. But another strategy would be to replace an old unit with high-efficiency equipment and roll it into the sale price of your home. At least that way, you'd get the advantage of enjoying the new equipment.

If you think it may be time to replace your heating system, make an appointment for an in-home evaluation now, before winter weather comes knocking. By evaluating the current condition of your equipment, we can help make your decision a little easier.

TOP 10 SIGNS IT MAY BE TIME TO REPLACE YOUR HEATING SYSTEM:

- 1 Your heating bills have skyrocketed.
- 2 Your heating system is more than 15 years old and doesn't have electronic ignition.
- 3 Your furnace is excessively noisy.
- 4 Your air conditioner is part of a matched central heating and A/C system, and has to be replaced.
- 5 Some rooms are too hot and some are too cold.
- 6 You're spending a lot of money on repairs.
- 7 Your home has indoor air quality problems.
- 8 You've added square footage to your home.
- 9 You just purchased an older home and "inherited" an older system.
- 10 You're simply not comfortable.



YOUR QUESTIONS ANSWERED

Q During cold spells, my furnace seems to run constantly, and I'm worried it may burn out my motor. Does this mean I need service or a larger unit?

a There are a number of possibilities that could cause your furnace to run constantly. One is a lack of airflow due to an inadequate or damaged duct system, or even leaking ductwork where the warmed air is escaping into your attic. Dirty filters could also be part of the problem.



Ensure year-round comfort by maintaining your heating and cooling system.

Another likely suspect is the thermostat (make sure it's set on AUTO). A faulty component could also be turning on the blower. There's an internal setting that signals the blower to come on. If it's set too low, the blower will run constantly, which means extra wear and tear on the motor.

It might also mean your current system is improperly sized for your home. A system that's undersized will have to work overtime to maintain the thermostat setting, using more energy to maintain your comfort.

You can schedule an appointment for a tune-up and our technician could diagnose the problem at the same time.

Extras For Not Much Extra

Many homeowners desire a cleaner and healthier indoor environment. What you may not know is that the best time to install indoor air quality equipment, including air cleaners and purifiers, is at the same time you replace your furnace.



Indoor air quality products enhance your home climate.

- Plumbing, gas fittings or electrical work can be performed at the same time technicians are installing your new central heater.
- Installation of additional equipment is easier when everything is already taken apart, and typically costs less.
- Add-ons can be included when you're financing a new heating system and may literally cost just a few more dollars a month.

So if you're a candidate for a furnace replacement, consider one of our indoor air quality products. Contact us today for even more solutions to enhance the efficiency of your equipment and help you breathe easier.

LENNOX Perfectly Comfortable

Stay comfortable and keep heating costs down with a Lennox® SLP98V gas furnace. As part of the Dave Lennox Signature® Collection, the SLP98V is recognized as one the most efficient and quietest furnaces on the market.

Designed with your comfort in mind, this top-of-the-line furnace offers enhanced humidity control, an ultra-low constant fan and an insulated blower compartment. With an efficiency rating of up to 98.2% AFUE, Lennox has designed a product that will provide savings on utilities as well as years of high-efficiency use.

The SLP98V is virtually silent due to Lennox's exclusive SilentComfort™ technology, which minimizes noise even when operating at full capacity. Designated as one of the most efficient EnergyStar®-qualified products in 2012, the SLP98V is also backed by Lennox's 10-year limited warranty on parts and controls.

A quick phone call is all it takes to discover the many benefits the SLP98V has to offer. Let us help you decide if it's the best fit for you.

*Savings amounts depicts potential energy saving you can expect from Lennox furnaces, versus a 65% AFUE model. Your actual savings may vary depending on local weather and fuel rates, and your individual lifestyle.

**UP TO
98.2%
EFFICIENCY
CAN SAVE
OVER
\$800
A YEAR.***

Hurricanes

Hurricane season runs June 1–November 30, and 2012 will mark the 20th anniversary of Hurricane Andrew, a Category 5 hurricane that devastated South Florida in 1992. The National Oceanic and Atmospheric Administration (NOAA) predicts a near- or above-normal 2012 Atlantic hurricane season.

NOAA's Climate Prediction Center says there's a chance of 17 tropical storms, with the possibility of eight hurricanes — three of which could become major.

The numbers are higher from the initial outlook in May. "We are increasing the likelihood of an above-normal season because storm-conducive wind patterns and warmer-than-normal sea surface temperatures are now in place in the Atlantic," says Gerry Bell, Ph.D., lead seasonal hurricane forecaster at the Climate Prediction Center. Forecasters predict El Niño will likely develop later in the season, helping to minimize the threat, but they say not to let your guard down.

Hurricanes are created when summer heat warms the ocean's surface, creating evaporation. As the heat and moisture rise into the atmosphere, thunderstorms form. As they multiply, they can be picked up by a low-pressure system forming a tropical depression. The winds within the storm whirl around the low pressure, causing the eye of a hurricane to form. Hurricanes need heat to survive, thus making El Niño, an excellent combatant because of the cooler surface temperatures it provides.



When near the coast, save precious time and worry by having an evacuation plan.