



## Neighbors Helping Neighbors

We want to take a moment to say “thank you.” Two simple words, but too often they can be overlooked while we’re all in the midst of our busy lives.

Our team at **High Country HVAC** truly appreciates the opportunity you give us to serve you when it comes to your heating and cooling needs. We hope you’ll continue to rely on us, whether it’s a maintenance call, emergency repair, or time to consider a new equipment installation or upgrade.

If one of your neighbors is ever in need of HVAC services, we hope you’ll think of us. You can be sure we’ll treat anyone you refer to us with the same professionalism you’ve come to know and expect from us.

Again, thanks so much for choosing **High Country HVAC**. We look forward to serving you — and your neighbors — for many years to come.

Best regards,

*Dan Limb & JC Bolton*  
President General Manager

## Saving Time And Money

It’s become an all too common phrase ... “I’m just too busy!” But when it comes to your home comfort, taking time to have seasonal service performed on your heating system is time well spent. It will give you the peace of mind that your system is running smoothly and efficiently, and that it’s ready for the heating season ahead.

During a seasonal tune-up our technicians will put your heating system through a comprehensive inspection. A heating system that’s operating at peak efficiency will use less energy as it works to keep you warm, which could mean you’ll save money on utility bills. And since minor problems can be detected and corrected before they become major ones, a tune-up helps minimize the risk of equipment failure — not to mention emergency service calls.

So why wait? Call **High Country HVAC** at **801-296-0477** to schedule a seasonal tune-up on a day and time that’s convenient for you.

# High Country HVAC

“Raising Your Home Comfort to New HEIGHTS”



## 801-296-0477

[www.highcountryhvac.com](http://www.highcountryhvac.com)

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



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High Country HVAC, Inc.  
938 Mary Margaret Drive  
Kaysville UT 84037-6831

## Take advantage of this special offer!

### RECEIVE UP TO \$1,650 IN REBATES\*

with purchase of a Lennox® home comfort system.



OR

### Financing at 7.99% for 60 Months\*\*

\*Offer expires 11/23/2018. Rebate requires purchase of qualifying items by 11/23/18 and submission of a completed rebate form (with proof of purchase) to [www.lennoxconsumerrebates.com](http://www.lennoxconsumerrebates.com) no later than 12/14/18. Rebate is paid in the form of a Lennox Visa® prepaid debit card. Card is subject to terms and conditions found or referenced on card and expires 12 months after issuance. Conditions apply. See [www.lennox.com](http://www.lennox.com) for complete rebate terms and conditions.  
\*\*Offer available 9/30/18-11/23/18. Requires purchase of qualifying system. Financing available to well-qualified buyers on approved credit. No down payment required. 7.99% APR for 60 months, with equal monthly payments. Normal late charges apply. Cannot be combined with any other promotional offer. Minimum loan amount \$1,000. Maximum loan amount \$45,000. You may prepay your account at any time without penalty. Financing is subject to credit requirements and satisfactory completion of finance documents. Any finance terms advertised are estimates only. See Truth in Lending disclosures available from lender for more information.  
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## TROUBLESHOOT BEFORE YOU CALL

If your system has quit running, ask yourself these simple questions before you call.

- Is the selector switch set to heat or cool?
- Is the temperature set 2-3° below room temperature?
- Does your thermostat use batteries? If so, change them.
- Does the fan start when you switch from “ON” to “AUTO” and back to “ON”?
- Has your breaker box tripped?
- Is the air filter clean?
- Are the return air grilles blocked or dirty?
- Are the supply air grilles open?
- Is the area around the furnace free from clutter, storage and/or paints?

After troubleshooting with these questions in mind and the problems still exist, give us a call. We’ll be on our way!

**High Country HVAC, Inc. 801-296-0477**



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# Changing SEASONS

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



Fall 2018

## The Age-Old Question: 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. On the other hand, purchasing a new high-efficiency system can actually be more cost-effective than continuing to repair your old, inefficient one. While we

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## See Back for Special Offer!

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highly recommend an in-home assessment of your unit by a professional technician, consider the following to help decide if it's best 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 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?** 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. ■

## Question & Answer



Regular maintenance helps prevent breakdowns and extends the life of your HVAC equipment.

### How can I be sure my furnace will be ready when cooler weather arrives?

Just like any mechanical equipment, heating systems require regular maintenance to maximize your investment and retain optimal performance. With cooler months approaching and furnace use increasing, a seasonal cleaning and tune-up by a qualified professional is the best way to ensure the longevity and efficiency of your system.

Even if your heating system shows no visible symptoms, undetected issues or failing parts can raise your utility bills and increase system noise. These problems can both increase the strain on your furnace and reduce its overall performance, setting you up for the possibility of costly repairs down the road. Let our expert service technicians help you keep warm as the weather cools down. ■

## 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.
3. Your furnace is excessively noisy.
4. Your A/C is part of a matched central heating and A/C system, and needs to be replaced.
5. Some rooms are too hot and some are too cold.
6. You've been 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.

## Water Heater Safety

Day in and day out, we rarely give a water heater a second thought. But problems can develop — as benign as a leak or as deadly as a horrific explosion — so safety precautions are necessary.

Proper installation is critical. The water heater's location must meet minimum clearance requirements and the surrounding area be kept free from combustible materials and chemicals.

With electric water heaters, the primary safety issues are leaks or tube breaks. Flue breaks or gaps with propane and gas water heaters are an additional safety concern.

Need to light the pilot? If you smell gas, do not light it. Leave the house immediately and call your fuel supplier.

As with all major appliances, regular water heater maintenance will provide years of service and peace of mind. ■



Set your water heater temperature at 120°F to protect loved ones from severe burning and scalding.

### Tip

- When Daylight Savings Time ends on Nov. 4:
- Replace batteries & test smoke alarms
  - Switch direction of ceiling fans
  - Service your HVAC equipment.

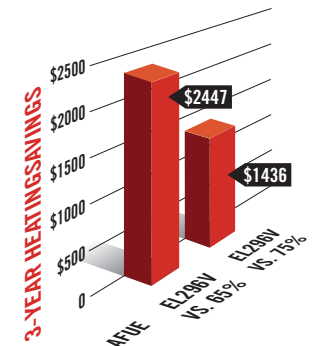
## LENNOX Consistent Comfort

HOME COMFORT SYSTEMS

Find a smarter balance of comfort with the Lennox® Elite Series EL296V two-stage gas furnace. With a 96% efficiency rating, its variable-speed motor uses two-thirds less energy than a standard motor. The motor closely controls indoor airflow to provide a first stage/low heat for mild days and a second stage/high heat for colder days, ensuring comfort, efficiency and humidity control.

The EL296V pairs with the iComfort® S30 ultra-smart thermostat, so operation is always in sync with your schedule. Ultra-low continuous fan speed and special sound-absorbing insulation reduces sound for quiet operation. A robust stainless steel secondary heat exchanger allows the EL296V to achieve higher efficiency levels by capturing additional heat.

Contact us to learn how you can save energy dollars and stay warm and cozy no matter what the weather. ■



EL296V's 96% AFUE rating can potentially save hundreds of dollars per year in energy costs.

## Earth & Atmosphere

### The Moon And Its Pull

The moon has long held a fascination for humans, providing us with countless traditions, myths and folklore. Since prehistoric times, we've scheduled our lives — and kept track of the change of seasons and time — by keeping a close watch on the moon. It also affects the rising and falling of the ocean's tides.

While the moon may have no direct effect on the weather, it does have a great deal to do with governing moisture. Not only does it control ocean tides, but it also influences groundwater tables. This gravitational effect on the flow of moisture in the soil and vegetation has long fed the belief that gardening and planting crops according to the phases of the moon is a natural and beneficial approach. Farmers and gardeners who embrace this practice follow a strict lunar cycle that guides them as to when to plant, when to prune and even when to weed. ■



The Full Moon that occurs closest to the date of the Autumnal equinox is known as the Harvest Moon. For 2018, the Harvest Moon will occur on Sept. 24.