



# Comfortable thoughts

from  Central Cooling & Heating Inc.

spring 2017

## PERSONALLY SPEAKING

### prevent meltdowns in the summer heat

Dear Friends,

**W**orldwide, 2016 made the books as the hottest year since record-keeping began in the 1880s. And we're not done yet. Long-range forecasts for 2017 point to another summer of stifling heat.



**Doug and Darren**

If you have an older cooling system that has been letting you down, it's a good time to ask us to install a new one. A new high-efficiency system can cut your cooling costs by as much as 50%—and eliminate expensive repairs. Right now, you could **save up to \$2,500** if you opt for an innovative ductless cooling system. (See page 4.)

If you are concerned about your indoor air quality, we can help you with that, too, through our partnership with AirAdvice. (See *Ask the Expert* at right.)

When you trust Central Cooling & Heating

for your home's HVAC needs, you can count on getting award-winning service. Last year, we received Carrier's

Dealer of the Year Award for the 25th time; we also won Carrier's President's Award for the sixth consecutive year.

Whatever you need this season, your friends

at Central Cooling & Heating can keep you comfortable and save you money. *You'll feel the difference with our air conditioning and indoor air quality services!*

Please call or contact us through **CentralCooling.com** and we'll be glad to help. Remember, *your comfort is our priority!*

Warmly,

Doug and Darren

## ask the expert

**Q:** Is it true that most homes have at least one indoor air quality (IAQ) problem?

**A:** Yes. Problems can include particles, chemicals, carbon dioxide, carbon monoxide, temperature, humidity and moisture. It's especially important to resolve these issues if you have infants, elderly family members or allergy sufferers in your home.

**Q:** What can be done?

**A:** We can place an **AirAdvice** monitor in your home.

After 30 minutes, the monitor transmits IAQ data to our server. We'll generate a report, share the findings with you and suggest recommendations for improvement.



**Jonathan Broughton**  
Home Performance  
Operations Manager

**Q:** Is it expensive?

**A:** No. If you are eligible for a Mass Save energy audit, we will prepare the 30-minute AirAdvice report at no additional charge while we are at your home for the audit. Please contact us for details.

## keep chilling

**Nothing spoils** a summer day faster than an a/c system meltdown.

If you have a **Priority Service Plan** with us, you can keep your cool. For less than the cost of a typical repair, you'll get our annual multipoint tune-up to keep your system running at peak efficiency, which helps keep energy costs down. You'll also receive

*true priority service*, whether it's for routine maintenance or an emergency service call.

If your system ever breaks down, you'll have a 15% discount on most repairs with our Silver Plan. When you opt for Gold coverage, those repairs are covered 100%!

Contact us today for more details or to enroll.

# A/C problems — how much do you know?

Every summer, we fix air conditioning problems — some simple, some tricky. Here's a closer look at a few of these problems and how we solve them. We've also provided hot tips to help you avoid problems from happening!

## why does an a/c system stop making cool air?

One of the most common problems we see is an air conditioning system that runs but fails to generate any cool air. When we dispatch our technician on a call like this, he will begin his diagnosis by checking out these typical causes:

- **obstructed airflow in the ductwork or filters**
- **dirty evaporator coil**
- **faulty system controls: the thermostat and blower fans may not be set correctly or operating properly**

In some cases, our technician may find an ice buildup on the evaporator coil and stains on the refrigerant piping. This usually indicates a loss of refrigerant. A few tests will confirm the diagnosis. If a system has lost too much refrigerant, it can no longer cool the home properly.

The technician's solution: He will use a detector to find and fix a leak in the refrigerant line. Next, he will recharge the system with the proper amount of refrigerant so cool air can flow again.

*If you have an old system that uses R-22 refrigerant, adding more can be a costly expense. See related article below to see how you can avoid this.*

## why does an a/c system leak water?

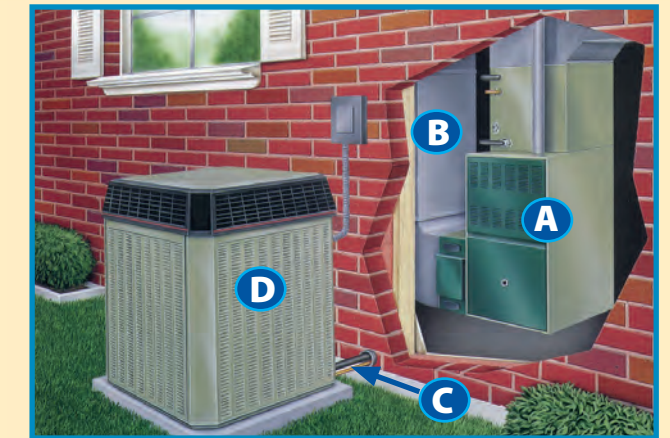
**Your air conditioning equipment** creates cold air by passing warm air over the indoor evaporator (cooling) coil. This causes condensation to form and flow off the coil. During normal operation, a cooling system produces large amounts of water from condensation.

Normally, the water exits through a drainage system. But if the drain line gets clogged, water backs up and spills over the drain pan and into your house. If it's not detected right away, you could be facing expensive water damage.

**We can stop this from happening.** When we do annual service on your a/c system, we'll clean the coil and flush the condensation line to prevent dirt buildup in your system. We can also install a float switch, which will automatically shut down your system if a drainage problem occurs.



*In a typical a/c system, about 27 gallons of water go down the drain every day!*



## how your home gets cool

**Liquid refrigerant** enters the coil of the **indoor unit (A)**, absorbs heat and **cools the air**, which is then blown through **ducts (B)**. The vaporized refrigerant, which now carries heat, is **pipel (C)** to the **outdoor unit (D)** where it is compressed back into a liquid and the **heat is released outside**.

(That's why you feel hot air coming out of the back of your outdoor air conditioning unit.)

## should you repair or replace?

*Use this guide to help you decide whether it's best to repair your system or purchase a new one.*

	REPAIR	REPLACE
<b>AGE OF SYSTEM</b>	<b>Less than 10 years</b>	<b>More than 10 years</b> <ul style="list-style-type: none"> <li>• Older systems use R-22 refrigerant, which is expensive.</li> <li>• Older systems are less efficient and cost more to repair.</li> </ul>
<b>COST AND FREQUENCY OF REPAIRS</b>	<b>Less than 50% cost of new unit</b> <ul style="list-style-type: none"> <li>• Unit still under warranty</li> <li>• Less than two repairs in last 10 years</li> </ul>	<b>50% more than cost of new unit</b> <ul style="list-style-type: none"> <li>• Any repairs after warranty expires</li> <li>• Any repairs after 10 years and older</li> </ul>
<b>EFFICIENCY OF UNIT</b>	<b>More than 13-SEER</b> <ul style="list-style-type: none"> <li>• If it's still efficient, it may be worth keeping.</li> </ul>	<b>Less than 13-SEER</b> <ul style="list-style-type: none"> <li>• New units have ratings up to 20-SEER. You save money long-term because of higher efficiency.</li> </ul>



## are you spending more to be less comfortable?

If your system is not keeping your home as comfortable as before and your electric bills have been getting higher, ask us to evaluate your equipment. It could be that it is reaching the end of its life span and should be replaced. If your system still has some life in it, the main problem may be a lack of maintenance.

Over time, dirt and debris build up inside a system, lowering its efficiency. Not only will your home become less comfortable, but you will spend a lot more money on electric bills. You also risk a costly repair and the loss of your manufacturer's

equipment warranty, which can be voided if a proper maintenance schedule is not followed.

**That's why it's so important to get your air conditioning system serviced at least once a year!**

*On your own, you should change or clean the system's air filter about once a month to keep the system running as efficiently as possible.*

*Follow the manufacturer's guidelines for changing or cleaning your filter.*



## cool off in style— no ducts required



**Even if** central air conditioning is not an option for your home, you don't have to be stuck with your old, ugly window units.

Central Cooling & Heating installs ductless split air

**Install a Mitsubishi Electric ductless split system and qualify for as much as \$2,500 in rebates from MassCEC or up to \$900 from Mass Save. Call for details.**

conditioning systems from Mitsubishi Electric. They provide quiet, efficient cooling just about anywhere in your home. And here's a bonus: These systems can also provide *supplemental heat* to reduce your fuel consumption during the milder winter months. They're a perfect solution for any room that just never gets cool or warm enough.

Ductless systems give you the flexibility to enjoy a specific temperature in a room or multiple rooms, regardless of the season.

The units are energy efficient and quiet, provide allergen filtration and feature wireless remote controls.

Our ductless experts have undergone the highest level of training and met the most rigorous requirements in terms of their knowledge and their customer-service abilities. That's why we have been designated a **Mitsubishi Elite Diamond dealer!**

Contact us today to set up a no-obligation appointment and consultation.

## musty basement?

**Does your basement smell** musty or show signs of excess moisture? Opening a window to let in fresh air is not the solution. Instead, consider adding a low-temperature dehumidifier to your basement.

This type of unit is designed to operate at temperatures typical for most home basements (65° or lower). A standard dehumidifier will not usually solve the "musty smell" problem; it will just run up your electric bill.

Give us a call or contact us through our website to request an inspection so we can eliminate that musty smell.



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## HVAC careers: what you should know

**If you know** a young person debating between working in the trade field or entering college—or even an established worker thinking of making a change—encourage them to consider a career in HVAC.\* It can be a rewarding option because HVAC companies are always looking for good people.

Any of our employees will tell you that there is often more work than we can handle, particularly in periods of extreme heat or cold. And with home comfort equipment technology advancing at an incredible rate, the demand for smart, tech-savvy people isn't going to slow down. Unlike many other vocations, there's little chance of these jobs being outsourced, or automated, or sent offshore. If you enjoy solving problems and working with new technologies, call our office to see what the HVAC world has to offer.

\* HVAC stands for heating, ventilation and air conditioning.



**Rich Lavoie, General Manager, provides insight into job opportunities.**

- **save up to \$2,500 on a ductless a/c system**
- **can your a/c system make it through the summer?**