

Solutions

Guide



EMPIRE

Heating and Air Conditioning

www.empirehvac.com

404-294-0900



Is Your Comfort All It Could Be?

Even though your air conditioning and heating system may be running, it's not uncommon for it to be operating at half capacity.

We can now measure the performance of your system and improve your comfort, safety, and energy efficiency.

EMPIRE is one of less than 3000 air conditioning companies in the world certified by the National Comfort Institute in residential air balancing and diagnostics. Previously, this technology has been reserved for only high-rise buildings and industrial mechanical systems.

Air is invisible. So are heating, cooling, air pollutants and energy. We will measure the

properties of each of these invisible elements, and then present the diagnostics to you in plain English.

Our job is to provide the information to help you understand your mechanical systems, and to recommend performance improvements, if necessary. You will then have the information to decide how much or how little work you want done.

We invite you to begin the diagnostic process by telling us if you find any of these symptoms in your home. Please review the following questions to help us identify comfort problems you are experiencing. You may have had these symptoms for years and have learned to live with them. On the other hand, these symptoms may be a constant source of irritation and cost.

COMFORT QUESTION		PROBABLE CAUSE
<input type="checkbox"/> YES <input type="checkbox"/> NO	Are some rooms in your house warmer or colder than the others?	These rooms may have inadequate airflow. It's the air that moves the heat or cool to each room. Too little air means too little air conditioning or heating, causing discomfort in some rooms.
<input type="checkbox"/> YES <input type="checkbox"/> NO	Do you have to turn up the TV when the fan comes on?	High air velocity or equipment noise. Too many of us have lived with a noisy system for too long. This irritating problem can often be easily corrected.
<input type="checkbox"/> YES <input type="checkbox"/> NO	Does your system run continuously without adequately heating or cooling?	Poorly performing system. It may be running, but only at a fraction of capacity. A dozen system components must work together for a system to perform properly.
<input type="checkbox"/> YES <input type="checkbox"/> NO	Are your utility costs excessive?	Low MPG. Cars are rated by Miles Per Gallon. But what if there is a leak in the gas line? Your air conditioning system's ducts are similar to your car's fuel line.
<input type="checkbox"/> YES <input type="checkbox"/> NO	Have you had ongoing problems with your system since it was installed?	Poor installation. 40% - 50% of air conditioning systems have not been designed or installed properly and can be improved significantly.
<input type="checkbox"/> YES <input type="checkbox"/> NO	Does steam stay on the bathroom mirror after a bath or shower?	Insufficient exhaust. The typical bathroom fan removes less than 25% of the air needed to properly ventilate the bathroom.
<input type="checkbox"/> YES <input type="checkbox"/> NO	Have you experienced any indoor air quality problems such as dust, dirt, moisture-related conditions, or odors?	Damaged ducts. Return ducts have suction in them and most leak. The result is dust and insulation pulled in from the attic or fumes from the garage. These are delivered into the home.

Wanna SAVE \$24 in 12 Seconds ?

When you invest in our "Planned Maintenance Agreement" for only \$154.00, you **save \$24 dollars** over buying a spring and fall tune-up for \$89.00 each.

You also get:

- ~ 20% Discount on all Service Repairs
- ~ Priority Scheduling
- ~ Emergency Service



Tired of WATER LEAKS? So are we!



AquaGuard has developed some new safety switches that can be easily added to drain lines, coils, overflow pans and humidifiers. These switches can shut the system down BEFORE the water leaks out! Our service technician will recommend them if they feel they would improve your system. Prices range from \$123.60 to \$154.50.



CENTRAL DEHUMIDIFIERS ... When you absolutely, positively want it DRY !

We have a full complement of heavy duty dehumidifiers for all sorts of applications. The most common are units that "piggyback" onto your central heating and air. We have 'em with HEPA filters, fresh air attachments, UV lights, charcoal filters and pretty much any combination of such. We have stand alone units to set in the basement that get up to 17 gallons a day, that's about ten times as much as the department store type. We even have the type to install in the crawl space, that seems to be a new trend with the waterproofing folks. Our service technician can talk with you about it, but I would recommend having a Comfort Advisor come out and do a free "IAQ Report Card" first just to make sure there isn't a less expensive option to solve the problem.



About Dust: Most often when folks are having a dust problem, they immediately think better filters. Sometimes a dust problem can be solved by better ventilation that keeps the dust from getting in in the first place. Some homes are actually in a negative pressure that constantly suck the air in from outside, the basement, crawl or attic. We can fix that.



AccuClean™ by *American Standard*
NEW STANDARDS FOR LIVING™

Without a doubt the best, most efficient, lowest long term cost central air filter on the market. Works on a totally new patented "corona" effect. Nothing to wash or replace, just vacuum the dirt out of it and it's ready to go again!

About Replacement Filters: Lots of folks have asked if they can purchase their own filters and have us put them in while we are their doing service? By all means, PLEASE DO. Filters take up lots of space on the truck and most of the time you can get them much cheaper on the internet or at a discount store.

Thermostats: There are literally thousands of thermostats on the market and they do all kinds of stuff. Many claim to save tons of money and that could be true if you often forget to reset it when you are going to be away. Mostly programmable thermostats are a convenience more than a money saver. Our most popular thermostats are "White-Rodgers". The coolest one is the new touch screen and it has a optional outdoor temperature sensor. If we could find one to provide a three day weather outlook it would be perfect! (haha) Prices range from \$152.80 to \$392.82



Thermostat Settings: Clients often ask what should they set their thermostat on. The official answer from the DOE for cooling is 78, but in real life choose the highest cooling temperature that you feel comfortable at. Remember that in Georgia most central air systems will NOT drop the temperature in the house during the heat of the day, so whatever temperature you have at ten in the morning is probably the lowest you will get until ten at night. If you set your program cool down from 80 to 78 at 5:00 pm ... it's probably not going to happen.

What unit should you choose for your home?

In our climate, with the humidity and long hot spells, you would think bigger is better. Unfortunately, if you put in a unit big enough to keep you chilly on the hottest days it won't run enough to dehumidify on the majority of days when it's only 85 or 90. What to do? Choose a two speed unit like the American Standard Allegiance 16. This unit will run on low speed most of the time and will really do a good job of



keeping the humidity under control. We would recommend you match up a two stage variable speed furnace for perfect comfort summer and winter. When it's time for a new unit call and schedule a visit with one of our Comfort Advisors. He will take the time to survey your home and talk with you about all the options so you can make the choice that's best for you.

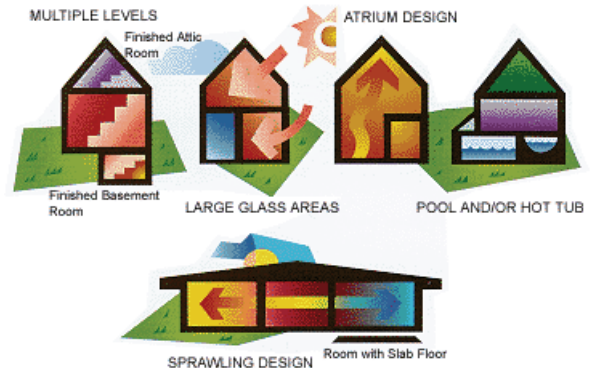


American Standard
HEATING & AIR CONDITIONING

Ever wish you could have extra thermostats so you wouldn't have to heat or cool parts of your home?

You can! It's called zoning. We use separate thermostats connected to small motorized dampers to put the heating and air where you want it ... when you want it. It's a lot different than just closing off registers, as we use bypass air and temperature sensors to cycle the equipment and keep to airflow where it needs to be for proper performance of your equipment.

Zoning works great if you have two or three levels with one unit and thermostat, if you have rooms with lots of glass, basement finishing or just don't want to pay to heat and cool areas that don't need it.



About closing registers: Forced-air heating and cooling systems need a certain amount of air flowing through the system to work properly. If you close a few ducts it may feel better in the areas you want, but it may also be lowering the efficiency of your unit and could even cause damage to it. Talk with your service technician about any ducts you want to keep closed and he can test the system to make sure you don't cost yourself a dollar to save a dime.

REFERRALS

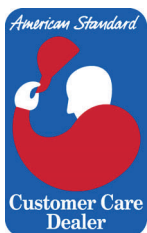
You got 'em & we want 'em.

Most of our business comes from the friends and family of our customers. If we have served you well, then please send your friends our way.

You will earn gift certificates and the person you refer will receive \$25.00 off any repair.

Other **FREE** info available on request:

- ~ What Can You Do About Indoor Air Quality?
- ~ 20 Ways to Beat the Heat !
- ~ 2006 Energy Tax Credits
- ~ Product literature and general information on pretty much anything to do with Heating, Cooling, Air Cleaners, boilers, etc.



Angie's list.

KUDZU.com
The easy way to find Atlanta's best services.

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