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THE  
**COMFORT CLUB**  
HANDBOOK  
EXPERT TIPS FOR HVAC  
CARE

# TABLE OF CONTENTS

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1. What is HVAC?
2. The Importance of Regular HVAC Maintenance
3. When to DIY VS Call an Expert
4. What's the Difference Between a Service Call and a Repair Call?
5. How You Can Beat the Cost with the Comfort Club
6. What the Comfort Club is Not
7. Why Choose A&E Plumbing, Heating and Air?
8. Customer Reviews about A&E
9. The A&E Difference

# WHAT IS HVAC?

Heating

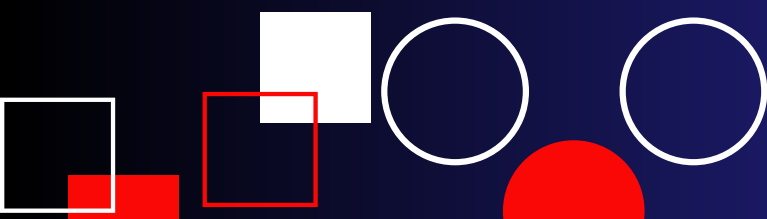
Ventilation

Air  
Conditioning

HVAC systems work by controlling the temperature, humidity, and air quality within your home to provide a comfortable living environment year-round.

Ventilation ensures fresh air circulation, removing stale air and potential pollutants. Modern HVAC systems can also be energy-efficient, reducing utility bills while maintaining optimal comfort.

Heating components, like furnaces, keep your home warm during colder months, while air conditioning units cool it down when it's hot outside.





# THE IMPORTANCE OF REGULAR HVAC MAINTENANCE

Investing in regular HVAC maintenance is crucial for ensuring your system operates efficiently, reducing energy consumption and lowering utility bills. It also helps prevent unexpected breakdowns, **extending the lifespan of your system** and ensuring a **comfortable, safe home environment year-round**.

## ENHANCED COMFORT

Proper maintenance ensures your HVAC system runs efficiently, providing consistent temperature control. **This means your home stays warm in the winter and cool in the summer**, ensuring comfort for you and your family.

## IMPROVED AIR QUALITY

HVAC systems circulate air throughout your home. Without regular maintenance, air filters can become clogged with dust, pollen, and other allergens, reducing air quality. **Clean filters and well-maintained equipment improve air quality**, benefiting those with allergies or respiratory conditions.

## PREVENTS MAJOR REPAIRS

Regular maintenance can identify and fix small issues before they become big problems. This not only **saves you from the discomfort of a non-functioning system** during extreme weather but also protects you from the **financial strain of major repair works** or the need for a premature system replacement.



## EXTENDED EQUIPMENT LIFESPAN

Just like any other piece of machinery, an HVAC system that is regularly serviced and maintained **will last longer than one that is neglected**. Preventative maintenance can help avoid costly breakdowns and extend the lifespan of your system, ensuring that you get the most out of your investment.

## SAFETY

A well-maintained HVAC system also means a **safer home**. For instance, furnaces produce heat through burning fuel, which can pose a risk of carbon monoxide poisoning if not properly vented. Regular maintenance checks ensure that combustion processes are functioning safely and that there are no leaks or blockages in your system.

## COMPLIANCE WITH WARRANTY REQUIREMENTS

Many HVAC systems come with a warranty that requires regular maintenance. **Failure to adhere to these requirements can void the warranty**, leaving you responsible for the full cost of any repairs or replacements needed.

## INCREASED ENERGY EFFICIENCY

An unmaintained system has to work harder to heat or cool your home, leading to higher energy consumption. Regular maintenance ensures your HVAC system operates at peak efficiency, **reducing energy usage and lowering utility bills**.

# HVAC MAINTENANCE: WHEN TO **DIY VS CALL** AN **EXPERT**

## HERE'S OUR LIST OF **DI-Yes!**



### **CHANGING AIR FILTERS**

One of the simplest and most effective maintenance tasks is regularly replacing or cleaning the HVAC air filters. This should be done **every 1-3 months**, depending on the filter type and household factors like pets and allergies. Clean filters improve air quality and system efficiency.

### **CLEANING VENTS AND REGISTERS**

Ensure that all vents and registers in your home are free of dust and debris. Vacuuming these areas can prevent blockages, maintain steady airflow, and support efficient system operation.

### **KEEPING THE OUTDOOR UNIT CLEAR**

If you have an outdoor unit, keep it free from leaves, pollen, and grass. Ensure there's at least a 2-foot clearance around it for adequate airflow.

# HVAC MAINTENANCE: WHEN TO **DIY VS CALL** AN **EXPERT**

## INSPECTING THERMOSTAT SETTINGS

Checking and adjusting your thermostat settings can ensure your HVAC system operates only when needed, saving energy and reducing wear on the system.

## CHECKING SYSTEM CONTROLS

Ensure your system starts, operates, and shuts off properly. If you notice any irregularities, it might be time to consult a professional.



There are several HVAC maintenance tasks that can be performed without the need for professional assistance, which can prolong your system's lifespan and ensure your system runs efficiently.

However, recognizing when to call in the experts is equally **important** to prevent damaging the system or compromising your home's safety.



# HVAC MAINTENANCE: WHEN TO **DIY VS CALL AN EXPERT**

While many HVAC maintenance tasks can be handled without a pro, knowing when to consult the experts is crucial. Consulting experts for complex issues helps **avoid potential damage** to your system and ensures your **home remains safe**.

## ANNUAL INSPECTIONS

Even with diligent DIY maintenance, it's essential to have your HVAC system professionally inspected at least once a year. This ensures all components are in good working order and can help identify issues before they become major problems.

## STRANGE NOISES OR SMELLS

Unusual sounds or odors emanating from your HVAC system can indicate serious problems. If you notice burning smells, musty odors, or strange noises like grinding or banging, it's time to call in a professional.



## INCONSISTENT HEATING OR COOLING

If certain rooms in your home are too hot or too cold, or if you're experiencing overall poor performance, a professional can diagnose and fix the issue more accurately than a DIY approach.



# HVAC MAINTENANCE: WHEN TO **DIY VS CALL AN EXPERT**

## INCREASED ENERGY BILLS

An unexpected spike in your energy bills could suggest your HVAC system is running inefficiently. Professionals can check for leaks, inefficiencies, or other issues that may not be apparent to the average homeowner.

## MAJOR REPAIRS

For any repairs or replacements beyond basic maintenance tasks, such as fixing refrigerant leaks, electrical issues, or mechanical problems, it's crucial to enlist the expertise of a certified HVAC technician.

## DID YOU KNOW?

Approximately 75% of system failures in HVAC systems are preventable with routine maintenance. These unnoticed issues not only cause breakdowns but also silently increase your energy bill as the system loses efficiency.



# THE DIFFERENCE BETWEEN A **SERVICE CALL** AND **REPAIR CALL**

## SERVICE CALL

- Typically **scheduled in advance**.
- An HVAC technician comes for routine maintenance or a standard check-up of your system.
- Your HVAC system will get inspected and operating efficiently.
- Preventative maintenance tasks will also be performed, such as cleaning components, checking refrigerant levels, and verifying system controls.
- **Service calls are proactive and aimed at preventing future problems.** They might include minor adjustments but not significant repairs.
- The cost of HVAC maintenance ranges between **\$390 and \$600 annually** (for the recommended two service calls per year).



# THE DIFFERENCE BETWEEN A **SERVICE CALL** AND **REPAIR CALL**

## REPAIR CALL

- A repair call is specifically for diagnosing and fixing problems that are already affecting the system. **This type of call occurs when the HVAC system is malfunctioning or has broken down.**
- These calls typically involve replacing parts, addressing significant issues like leaks or electrical faults, and more intensive labor to restore the system to proper working order.
- **Repair calls are reactive, addressing specific performance issues or failures** that have caused the system to operate improperly or stop working altogether.
- **Costs start at \$800 for simpler, quicker fixes, but can easily exceed \$5,000** when factoring in parts, labor, and any necessary accommodations or temporary solutions for one unexpected HVAC emergency.

**Bi-annual service calls may seem expensive, but a repair call can cost so much more.**



# HOW YOU CAN BEAT THE COST: **THE COMFORT CLUB**



Step into a world of unparalleled comfort and unbeatable savings with our Comfort Club membership! Imagine your home climate perfectly tailored year-round, without the stress of unexpected breakdowns or high maintenance costs. Here are **5 reasons** you should join today:

## **1 SEASONAL TUNE-UPS FOR UNMATCHED PERFORMANCE**

Experience year-round reliability with our expert technicians providing top-tier heating maintenance every fall and winter, and cooling tune-ups every spring and summer. Our proactive care ensures your system always operates at its best!

## **EXCLUSIVE MEMBER DISCOUNTS ON ESSENTIAL COMPONENTS**

**Save 15% on parts and air filters** as a Comfort Club member! Keep your HVAC system humming without breaking the bank.



# HOW YOU CAN BEAT THE COST: **THE COMFORT CLUB**



## **SPECIAL SAVINGS ON NEW EQUIPMENT**

Upgrade your comfort with ease! As a valued Comfort Club member, you receive a special **5% discount on all new equipment installations**, enhancing your home with the latest technology for less.

## **VIP REPAIR SCHEDULING**

Jump to the front of the line! Enjoy priority scheduling for all your repair needs. We value your comfort and commit to fast, efficient service to minimize any disruptions.

## **EXTENDED LABOR WARRANTY FOR PEACE OF MIND**

Trust in your investment! Comfort Club members who have their systems installed by A&E enjoy a generous **5-year labor coverage**, securing your comfort and protecting against unexpected costs.



# WHAT THE

# THE COMFORT CLUB

# IS NOT

While the Comfort Club offers a range of impressive benefits designed to optimize and safeguard your HVAC system, it's essential to have a clear understanding of the program's scope to set realistic expectations. Here's a detailed look at what Comfort Club does not cover:

## 1 CLEANING SERVICES: BEYOND INCLUDED MAINTENANCE

Comfort Club provides semi-annual maintenance visits to keep your system running smoothly, but it's important to note that these visits don't include deep cleaning tasks. If your system needs a thorough clean, such as having the blower wheel or coil cleaned, this would be additional to the standard visit. Should any cleaning be necessary, our technician will assess the situation and provide you with a clear estimate for the extra services needed.

## 2 AIR FILTERS: BRING YOUR OWN OR BUY WITH A DISCOUNT

Just a heads-up: air filters aren't included in your Comfort Club maintenance visits. But don't worry! You can still get your air filters through us at a cool **15% discount**. Just make sure you know your filter size ahead of time, or have it saved with us, and we'll handle the rest. Please note that there's a separate charge for the filter itself, but with your member discount, you're always getting a great deal.



# WHAT THE

# THE COMFORT CLUB

# IS NOT

## EXTENDED WARRANTIES & NO DIAGNOSTIC FEES

If your system was installed by A&E, Honke Heating, or Clawson Heating, signing up for Comfort Club comes with great perks! You'll receive a 5-year labor warranty and a 10-year parts warranty starting from your installation date. Plus, you can skip those diagnostic fees. Just remember, to keep enjoying these benefits, make sure your membership stays active without any breaks. If your membership lapses, these awesome perks will unfortunately no longer apply.

## EQUIPMENT NOTE

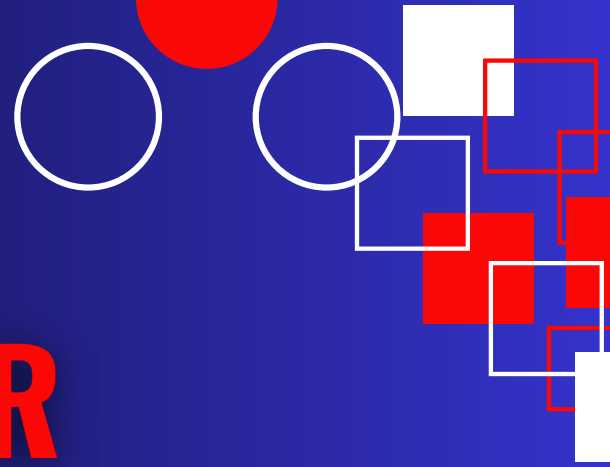
Got an AC unit? To snag those repair discounts with Comfort Club, it needs to be included in your plan, even if you're not currently using it. That means a heating-only option isn't available if you've got both types of equipment. This helps keep your whole system ready to go whenever you need it!

Joining Comfort Club is a smart way to manage, maintain, and enhance your system, offering you fantastic benefits while helping you understand exactly what to expect. With Comfort Club, you'll enjoy peace of mind knowing your system is in great hands, plus you'll get some awesome perks. We're here to make sure you get the most out of your HVAC service calls without any surprises about what the membership includes.



**WHY CHOOSE**

# **A&E PLUMBING, HEATING AND AIR**



Here at A&E, we're distinguished by our many years of expertise in the HVAC industry. With a rich, local history and extensive experience, our team offers a profound understanding of both new and old HVAC systems, ensuring high-quality service for any setup. Our commitment to excellence guarantees that every installation, maintenance, or repair job is executed with utmost professionalism.

Joining A&E's Comfort Club offers additional value, with benefits like preventative maintenance visits, discounts on parts and new equipment, and priority service scheduling — all designed to save you money while enhancing the efficiency and reliability of your home systems.



# WHY CHOOSE

# A&E PLUMBING, HEATING AND AIR

Our stellar reputation within the community proves our commitment to our community. Those we work with comment on our professionalism, timeliness, and courtesy of our techs, along with the effectiveness of our solutions. We also believe in educating you, our customers, to empower you with knowledge about your HVAC systems to make informed decisions, prolong equipment lifespan, and improve system performance.

“Finding a company who has your best interest can be hard. The entire team I met provided an exceptional experience. [...] I really appreciated the time they took to make sure we understand how everything worked, how to properly maintenance it, and educated us on everything else we needed to know. The team was so great I’ll trust them to maintenance our furnace and heat pump for years to come.”

-Omaid H.



“Great service, as always. [...] Not only were they efficient, thorough, and made sure everything was back in place, they were [also] incredibly friendly.”



-Tish T.

“We've been delighted with the service from A&E! They were so quick to respond when our furnace failed, and set us up with a new furnace within a few days. Everyone we worked with throughout the process was professional, knowledgeable, and friendly - the tech, the sales person, the installers, the duct cleaners, and the schedulers were all fantastic. We always felt we were in good hands with the A&E crew.”

-Virginia B.



# THE

# A&E PLUMBING, HEATING AND AIR DIFFERENCE

With over 16 years in the HVAC business, we've built our reputation on trust, quality, and a commitment to our customers. Our promise to you is not just to repair your system, but to ensure your home's comfort and safety with a solution that stands the test of time. With transparency being at the core of our operations, we empower you with knowledge, options, and the support of a team who all genuinely care about your wellbeing.

