

# RCC Home Comfort News

## A Word From The Owners

## We are Thankful For your Trust

While we know RCC is not perfect; But we guarantee you on the occasions when we're not perfect we will always make it right. Thank you for your business, compliments, and referrals. And thank you for your feedback and ideas on how we can better serve you and all of our RCC Family. Our team knows that your input makes us all better. We hope you can take some time to see our customer reviews online. If you haven't taken the time to share your experience we hope you will. Call our office to find out how you can get a FREE T-SHIRT!!

**Check out our  
5 Star Reviews!!**



TO YOUR  
*Success*



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**Connect with us :**



Thank you for taking time to learn about us and our company. We continue to be humbled by the support that our customers & community have given us. We are looking forward to some great things ahead for our team and Customers.

As we continue to learn and grow both in numbers but also in our knowledge; we strive to continue to keep our focus on customer service and helping our customers.

That's why when you call us we are always going to answer the phone; "its a comfortable Day at Redmonds How Can I Help You" because helping you is what we truly want to do. Our business may be Heating & Air Conditioning Service but the truth is we really just want to help people and help them by making them comfortable and giving them peace of mind that we are always going to be here for you.

We want you to expect the best!! The best service and comfort. You deserve the best and don't we all. In the age of ever-changing technology, it seems customer service is going by the wayside and it's not expected to have great customer service and communication. So with us you should expect the best always.

At Redmond's Complete Comfort we are continually asking for your feedback and double checking ourselves to ensure that we give our best to each and every customer. Today's heating and cooling equipment offers advanced technology and systems to dramatically improve energy efficiency and the comfort level of your home. That's why we take the responsibility on for you by continually growing and learning as the HVAC industry changes we take the time to always do ongoing and continuous training and education of our team.

We hope you will allow our Team to make you As Comfortable as Family.

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



## Mission Statement

*To Be The Best Heating, Ventilation, Air Conditioning Company Who Creates Life Long Relationships with Our Customers and Employees, by doing it all for HIS Glory!!!*

**Whatever you do, work at it with all your heart, as working for the Lord and not for human masters. Colossians 3:23**

## Vision Statement

Support Our Community, build Strong Relationships, Be the Leader in the Heating, Ventilation, Air Conditioning Industry, Performing the Highest Standards for our customers while educating and helping homeowners understand their home mechanical systems.

## WHY RCC is THE RIGHT CHOICE

### Right When and Where YOU NEED US

- 24-Hour Service, 7 Days A Week
- Serving Lock Haven, Beech Creek, Mill Hall, State College and Surrounding areas.
- Fully Stocked Trucks
- Financing Options Available
- Convenient Scheduling By Phone Or The Web

### THE RIGHT TEAM

- Licensed, Professionally Trained Service Technicians
- Background Checked
- Respective, professional & Courteous at all times.
- Ongoing Safety Training

### THE RIGHT COMPANY

- Fully Licensed & Insured
- Bryant Factory Authorized and Trained With Substantial Experience Servicing All Brands
- Energy Saving Agreements

## Who are We @ RCC

- Provide customer with great service
- We care about our customer needs –Build relationships
- Take care of customers like they are family
- Offer best service possible for every situation
- Respectful, professional, and courteous at all times
- Working as a team on all levels.
- Our goal is to be the best HVAC service company in Clinton County and surrounding areas.





# Grandmas Banana Cake Recipe

## Ingredients:

3 Eggs  
1 C. Oil  
2 C. Sugar  
2 C. Flour  
1 Tsp cinnamon  
1 tsp baking soda  
½ tsp Salt  
1 tsp vanilla  
4 cups Ripe bananas



Combine eggs and oil; beat until foamy.  
Add sugar.  
Stir dry ingredients into batter.  
Add vanilla and bananas.  
Pour into greased 13x9 pan.  
Sprinkle with brown sugar. Bake at 350  
for 40-50 minutes



## Enough is Enough! No more Costly Repairs

For many of us, the full force of seasons are upon us. It is a simple fact that some of you are going to have the following experience. You wake up in the morning and your HVAC system is not working. Oh no, you know what that means. It's time to give RCC a call and schedule a repair once again. Then you begin thinking about how many times you have made the same call the past few years. Eventually, repairing that old system just doesn't make much sense any more. If your HVAC system is 10 years or older, it is a good bet that a new system will be much more efficient, while also reducing your monthly energy bill. When you consider that heating and cooling can account for up to **40% of the energy** usage in the home, that's a lot of money. The first step in the process is giving us a call (RCC) and scheduling a complete energy inspection of your system. This can ensure that any problem with your system isn't just due to common air leaks or other minor issues or something else that is unrelated to your HVAC unit. Remember, to help offset the cost of an Energy Inspection, some electric utilities will help pay the costs and some offer significant rebates or discounts when you have insulation installed or make other improvements aimed at improving system efficiency. Upon completing the inspection, our **Certified Technician** can give you their assessment of your system and discuss whether it may be time to explore replacing it. Determining the proper system heating and cooling efficiency and sizing is calculated using such factors as the size of the home, its construction and which direction the property is facing. Our technicians are trained to make these evaluations and will do so on-site. An estimate over the phone is not a good idea and could result in improper sizing. This could in turn lead to higher energy bills and early system failure. **Our trusted HVAC professionals** can help you crunch the numbers with the ultimate goal in mind: your guaranteed 100% satisfaction. How the cost of a new HVAC unit compares to the expected cost of repairs, as well as potential savings on your monthly utility bills are all taken into account on this important decision. Yes, a new system is going to be a **major investment**, but it's no different than other big ticket purchases. If your car is 10 years old and the transmission goes out, should you spend \$2,000 to \$3,000 to fix it? Probably not. Instead you're going to quit throwing good money away and purchase a new car. And how about the feeling of awakening on a frigid or hot morning and your house is nice and Comfy—**PRICELESS!**

## Employee Spotlight

He joined the RCC team 5 years ago. Tyler is one of our go to guys and is an awesome asset to the team. We appreciate his work ethic and willingness to go the extra mile always. He is also one of our NATE certified technicians and specializes in geothermal. He rode with our bike team 100 miles to support MS last year. Tyler is a service man at heart. He is also a veteran of the U.S. Army but continues to serve locally as a Firefighter at the Castanea Fire Dept. He and his finance' Kassie live in Castanea. We are honored to be able to work along side Tyler everyday.



Tyler Bates

# WORRY-FREE COMFORT

Our plans Mean Year-Round Worry-Free Comfort monthly payment options as low as \$16/mo

| Program Benefits   | Bronze          | Silver           | Gold             | Platinum          |
|--|-----------------|------------------|------------------|-------------------|
| ▪ 21 Point Inspection  | ✓               | ✓                | ✓                | ✓                 |
| ▪ Coil Cleaning  | -               | ✓                | ✓                | ✓                 |
| ▪ Reminder Service   | ✓               | ✓                | ✓                | ✓                 |
| ▪ Two cleanings per year   | -               | -                | ✓                | ✓                 |
| ▪ Repair Warranty for Labor  | 60 day warranty | 1 year warranty  | 2 years warranty | 3 years warranty  |
| ▪ Emergency Priority Status  | 36 Hour Service | 24 Hours Service | Same Day Service | Same Day Service  |
| ▪ No Overtime  | -               | ✓                | ✓                | ✓                 |
| ▪ Pre-Season Scheduling  | -               | ✓                | ✓                | ✓                 |
| ▪ Monthly payment option   | -               | ✓                | ✓                | ✓                 |
| ▪ 1 Year Inflation Protection  | -               | -                | ✓                | -                 |
| ▪ 2 Year Inflation Protection  | -               | -                | -                | ✓                 |
| ▪ Discounted diagnostic rate   | -               | ✓                | ✓                | No Diagnostic Fee |
| ▪ No diagnostic Fee & all minor repairs are included. Plus \$200 off major repairs | -               | -                | -                | ✓                 |
| ▪ Replacement Purchase Accrual System  | -               | \$25 per year    | \$40 per year    | \$70 per year     |
| ▪ Trip fee waived  | -               | -                | -                | ✓                 |
| ▪ Water heater Maintenance (\$95)  | -               | -                | -                | ✓                 |
| ▪ Monthly Investment all systems excluding oil                                     | -               | \$16             | \$21             | \$32              |
| ▪ Annual –All systems excluding oil  | \$109           | \$189            | \$249            | \$379             |
| ▪ Oil System monthly investment  | -               | \$20             | \$25             | \$34              |
| ▪ Oil system annual investment   | \$189           | \$229            | \$289            | \$399             |

**Common Comfort Problems:** When your heating or air conditioner goes on the fritz and doesn't heat or cool your home adequately, it's easy to panic. In serving our community, we've seen pretty much anything that can go wrong with a comfort system happen at least once. Our experience is your gain, as our knowledgeable technicians will diagnose precisely what's wrong with your equipment. The first step in any diagnosis is to look for simple things first. Here are some of the most common problems we find when troubleshooting.

**1. Dirty or clogged Filters.** The single most important thing you can do to ensure adequate comfort is to change filters regularly. Dirty filters restrict air flow. This means your furnace or air handler has to work harder to circulate air throughout your home. This puts unnecessary strain on your equipment and may result in a breakdown, along with excessive utility bills and diminished equipment life. Change filters often, is not excessive, especially if you have a pet that sheds. Filters are cheap. You can buy a year's supply for less than the cost of a single service call.

**2. Ignition problems.** Today's heating systems typically have one of two types of ignition systems: hot surface ignition or intermittent pilot. Hot surface ignition uses a heating element, kind of like a filament in a light bulb, which is controlled electronically to ignite the gas burner. This element wears out over time. The intermittent pilot also is controlled electronically but uses a high voltage electric spark to ignite the gas pilot and then the main burners. A pilot may burn out due to drafts or clogs in the heating equipment, as well as problems with the thermocouple.

**3. Other mechanical issues.** Modern comfort systems are complicated machines with a variety of electro-mechanical moving parts, including belts, bearings, fans and motors. Over time, all of these components are subject to normal wear and tear.

**4. Thermostat malfunction.** Your thermostat regulates when heat or cooled air is to be produced and how much. So-called "smart" thermostats are really small computers that can be programmed to set different temperatures at different times, depending on whether residents are at home and their comfort preferences. Whether you have an automated or manual thermostat, problems can develop that lead to a disruption in your comfort. Many thermostats are powered by batteries, and one of the first things our troubleshooting technician will check is whether those batteries need replacing! Modern thermostats give a readout warning when batteries get low, but it's surprising how many homeowners don't notice or don't read the flashing reminders to change thermostat batteries.

The best way to assure that your system functions during the most extreme weather is to have your unit serviced regularly –No less than once a year. Give us a call to ask about our energy savings plans that include full system inspections and maintenance. Regular maintenance is easy to overlook in the hustle and bustle of daily life. One of the great things about a service plan is that we will call to remind you when it's time for your annual or twice- annual check-ups.

## Your Comfort is our Business!





# RCC Gives Back To The Community

As a local family owned business we have found that family is a priority. The support that we have received by welcoming and using our company is overwhelming and appreciated. Community involvement has been a wonderful and exciting experience for our team. We consider the community our extended family. At Redmonds Complete Comfort we feel it is very important to give back a portion of what has been given to us and to help those who are in need. One of the greatest sources of satisfaction our team now has to give back to the community that has allowed us to flourish. Because of all that we're able to achieve in our success here locally, its important for us to do our part to strengthen our community and positively impact the lives of the people locally. At RCC we value creating long-term, lasting relationships with our customers as well as with our community.

RCC is an extremely proud sponsor of local area charitable organizations:

- Great Island Race Series
- Frozen Snot
- YMCA-Serving on Board
- LHU Christian Fellowship
- National MS Society
- Lily's Run
- Baseball Teams
- Veterans Affairs
- T-Shirts to Vets
- Parade
- Rotary Club
- Nittany Gymnastics



## REACHING OUR COMMUNITY AND BEYOND

If you have an event we would love to support. Please contact our office.

### Funnies

At RCC we work hard but also we like to laugh and have fun!! Hope you enjoy the funnies!!!



A special thanks to all who supported our Riding Team. This year was an extra special year for our TEAM at RCC. We took a team of 7 to Ocean City New Jersey where we rode 100 miles on bicycles to raise money for the National MS Society. Riding in the Bike MS City to Shore was an amazing experience and an honor to be part of something so huge. RCC's Team Riding to Create a Cure was named outstanding first year team. We thank our awesome team, volunteers, employees, all those who donated, and our community who helped raise funds & for the amazing support. **THANK YOU!!!!**

In addition, we had a great Rider Fun Fest which helped raise a portion of the donations that went to fund research for a cure for multiple sclerosis. We plan on doing this again in 2017 and hope you will consider joining our bike team. Stay connected with us to find out more about the Riders Fun Fest.

**TOTAL RAISED: \$14,582**

# Qualification You Can Trust!



**WHATEVER  
IT TAKES:**

## BRYANT FACTORY AUTHORIZED DEALER

What makes a Bryant Factory Authorized Dealer stand out is the unparalleled performance the company offers -- true excellence in every aspect of operations, product solutions and technical know-how.

Look for the Bryant Factory Authorized Dealer emblem which indicates your dealer has met our high standards for superior skills... superior service... superior products... superior comfort... and a superior promise -- in writing -- of 100% satisfaction, guaranteed. This is what our Bryant Factory Authorized Dealer and the dealership emblem stand for.



## NORTH AMERICAN TECHNICIAN EXCELLENCE (NATE)

North American Technician Excellence (NATE) is an independent, third-party organization that develops and promotes excellence in the installation and service of heating, ventilation, air conditioning, and refrigeration equipment by recognizing high-quality industry technicians through voluntary testing and certification. Our technicians have passed the rigorous testing necessary to qualify as NATE Certified Technicians.



## ACCREDITED BOSCH CONTRACTOR

Accredited Bosch Contractors are members of a select group of professional heating and air conditioning installers. They are individually selected by Bosch, then inducted into the program, factory-trained, and equipped with the information and tools required to install, service, and maintain Bosch and Buderus equipment to the highest standards.



**BUILDERS  
ASSOCIATION  
OF CENTRAL PA**



**CLINTON COUNTY  
ECONOMIC PARTNERSHIP**



## INTERNATIONAL GROUND SOURCE HEAT PUMP ASSOCIATION

The International Ground Source Heat Pump Association (IGSHPA) is a non-profit, member-driven organization established in 1987 to advance ground source heat pump (GSHP) technology on local, state, national and international levels. Headquartered on the campus of Oklahoma State University in Stillwater, Oklahoma, IGSHPA utilizes state-of-the-art facilities for conducting GSHP system installation training and geothermal research. With its access to the most current advancements in the geothermal industry, IGSHPA is the ideal bridge between the latest technology and the people who benefit from these developments.



## HEALTHY AIR SPECIALIST

Bryant Healthy Air Specialist dealers are the key to providing the right solutions for your indoor air quality needs. With today's rising concerns about air quality, allergens, and respiratory illnesses, more and more homeowners are looking for solutions to improve their indoor air quality. Bryant's complete line of Healthy Home Solutions include the products you can trust to improve the air in your home.



## BRYANT CIRCLE OF CHAMPIONS 2015 & 2016

RCC has received the prestigious Bryant Circle of Champions award two years in a row now, which is given to Bryant Factory Authorized Dealers that are judged on overall Bryant-branded product sales growth, high-efficiency and indoor air quality equipment sales, customer satisfaction and participation in various dealer programs and promotions. Each year, about 50 of these awards are given out throughout the United States. RCC was one of three contractors selected from Eastern Pennsylvania.



## BRYANT WOMEN IN HVAC

Tera Redmond has been nominated in an outstanding female leader and was selected to be a part of "Bryant Women in HVAC" an elite group of women in the Industry. Only 35 women nationwide were selected.



## ROTARY OF LOCK HAVEN

The Rotary Foundation is dedicated to turning the generous gifts of charitable individuals into valiant efforts to eradicate polio and promoting peace.

## 2017 MEDAL OF EXCELLENCE WINNERS



**Medal of Excellence**

We are proud to announce that Redmond's Complete Comfort has won The 2017 Bryant® Medal of Excellence award. The Bryant® Medal of Excellence (MOE) program rewards Bryant Factory Authorized Dealers who do 'Whatever It Takes' to ensure customer satisfaction while improving their overall business and excelling in their marketplace. In describing the award Bryant says it is presented "In recognition of unwavering customer service and a dedicated commitment to excellence. Each year this award is presented to only 15 dealers nationwide. Very few companies reach this high level of performance. We are pleased that the hard work and dedication of our extraordinary team has allowed us to be recognized.

The select group of dealers will be recognized at the annual dealer rally held in Indianapolis on race weekend in May. We are looking forward to bringing this award back to community.





**Take advantage of Instant Rebates only Factory Authorized Dealers can Offer.**

## RCC COMFORT CROSSWORD



g e n f e b o i l e r e v x m  
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