

SPRING 2016

# RCC Home Comfort News

A word From the Owners



**Wow!!** Another spring is here already!!! Living in central Pennsylvania you never know what kind of season you will get or what to expect. After last years long extended winter this year we had quite the treat with a warmer winter. But signs of spring are here and are welcome.

Spring is a sign of change in the season but life always brings about unexpected changes daily. To cope, we must adapt and be flexible. Sometimes its difficult to deal with unexpected changes, both good and bad. At RCC we are constantly changing to ensure we are continually serving our customers the best we possible can with the highest quality products, materials, and service. Everyday, new information and technology is available and the HVAC industry is ever-evolving. At RCC we embrace innovation and adjust our operations to ensure that we continue to deliver the service our customers deserve. Over the past year we have focused on managing our inner office processes and procedures to be confident we are offering you the best possible service. To better support our technical staff we have focused on training; both technical training as well as customer service.

RCC has had an awesome year and we are looking forward to 2016. We've recently added two new service vehicles as well as additional technical staff. We moved into our new office and hope this is providing you with the service you deserve. We hope you will take some time to stop in our office and see what we've done. You are always welcome!!

*Enjoy spring to its fullest!! Let Redmond's Complete Comfort, LLC help you have a stress free summer while you are enjoying your cool, clean and refreshing indoor air.*

## Your Rave Reviews are appreciated!!

As always we want to say thank you to our loyal customers who have depended on us to meet your home comfort needs in the past. As a service oriented company we certainly lean on our customers for referrals and reviews and we are completely surprised by the wonderful comments and reviews we have gotten over the last 5 years. We appreciate you taking the time to give us such wonderful reviews. We hope you will check out our website to see what all of our customers are saying about us with our certified reviews. At RCC we are honored to serve loyal customers like you. We have tried our best and are humbled by the confidence you have placed in us and strive every day to exceed your expectations. It is our promise to offer the highest quality products available, provide on-going training for our staff, and prompt, courteous service. If we can ever make your experience with us better, please contact our office. We will do whatever it takes to meet your expectations!!

THANK YOU AGAIN!!!

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## 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.

### 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!!!*

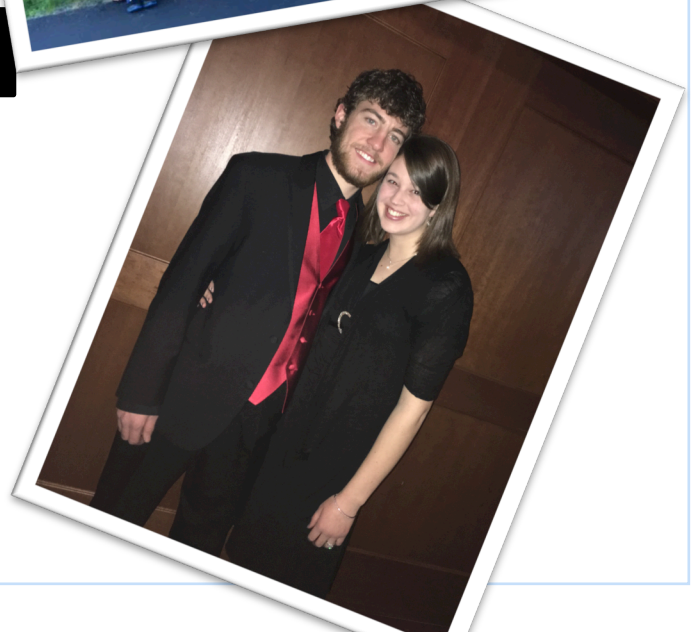
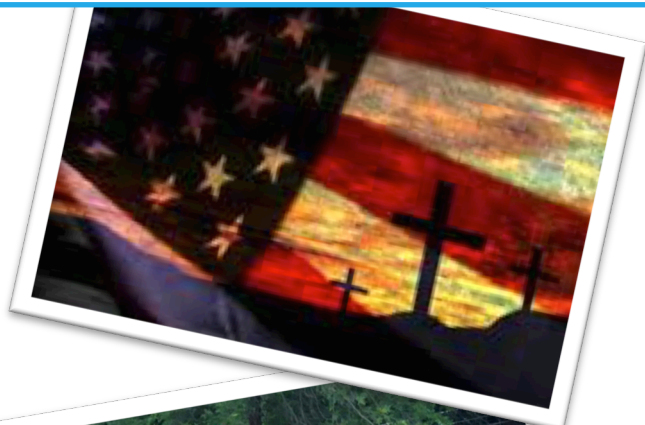
**Whatever you do, work at it with all your heart, as working for the Lord and not for human masters. Colossians 3:23**

### 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.

### Employee Spotlight- Lance Nicoles

Lance recently joined the RCC family in December of 2014. He is a growing technician and we are very lucky to have him on our team. Lance is always willing and looking for his next challenge. Many of our customers have great things to say about Lance and his excellent service he provide. He is currently working towards his NATE certification. Lance relocated in to Central PA to be with his wife Elaine who works at Centre County Christian Academy as a teacher and they were married in August of 2015. They live in Beech Creek. We look forward to many more great years with him.





**5 TECH TIPS FOR SAVINGS THIS SPRING**



*With warm weather already here and summer fast approaching, consider these energy saving tips to help ensure you are being a good steward of the environment and your pocketbook.*

- 1. Consider replacing an old-fashioned manual thermostat with an automatic one that can be programmed to appropriately cool your home during the times that you are there.**
- 2. During the day when the sun is at its hottest, pull your window treatments closed to block out warm sunrays. Your interior spaces will feel cooler and your air conditioner won't work as hard.**
- 3. Clear all weeds and debris away from outdoor unit and make sure to mow with blade in the opposite direction of the outdoor unit to prevent obstruction.**
- 4. Have your air conditioning unit serviced and filters changed to ensure your system is working properly and to its maximum potential.**
- 5. Set your thermostat to a reasonably comfortable setting and leave it there for the whole summer. If you turn it off, humidity will build up, which will make your air conditioner work a lot harder and use a lot of energy to cool the house back down. (Don't be a Thermostat Jigger!!)**

There are many ways to save energy, making the summer more enjoyable for all. Make the effort to reduce your energy consumption. It will save you money, enhance your comfort, and make an impact on the environment we all share.

**KNOW THE VALUE OF YOUR HVAC**

You know the old adage you get what you pay for!! This unfortunately this is true especially in the case of a good HVAC installation. When you are shopping around for the cheapest bidder there are a few things to consider when looking for a new installation. A good place to start is with the ACAA recommended check list below:

1. Did the contractor review load calculation with you to be sure your equipment is properly sized?
2. Did the contractor review the equipment installation procedure with you?
3. Did the contractor review the condition of your duct system with you?
4. Did the contractor identify a plan to solve the identified problem?
5. Does the installer have an installation check list?
6. Is the installation technician NATE certified?
7. Upon completion who will register equipment?
8. Will a run through of the system be performed with you to ensure your understanding of your equipment?
9. Did they offer you all your possible options for your home?
10. After reviewing the above 8 questions compare the products they are offering and last the price otherwise you will pay in the end.

These are all recommendation of the ACAA. When we found this list we were very please that we do even more than the above recommendations. . There are reasons why good service may cost a little more: Well-stocked trucks, quality tools, proper testing equipment, state-of-the-art technology, good management, organized dispatching, and professionally educated, trained, and experienced technicians are all essential to providing you with superior hassle-free service. We hope you will consider us for your next installation. Please take some time to read our many reviews on our website.

**Did you know?**  
 "Studies have shown that improperly installed air conditioners and duct systems waste one-third or more of the energy used by the air conditioner. New and replacement equipment (and ducts) need to be properly designed and installed to realize all the possible

**The Importance of Indoor Air Quality**

If you've improved your home by adding insulation, caulking, and weather-stripping, then you can pat yourself on the back. These measures prevent a lot of energy from escaping out the window. Unfortunately, they can also trap indoor air pollutants. Many well-sealed homes have indoor air that's actually worse than outdoor air, with pollutants that are 100 times higher inside than they're outside! The symptoms of indoor air pollution that has reached critically high levels include respiratory problems (especially with asthma and allergies), itchy skin, headaches, nausea, and flu-like symptoms. The good news is that you can have an energy-efficient home and healthy indoor air. Here's a list of some of the things you can do to clean up your air.

- Use local ventilators (kitchen range hoods, bathroom fans) to control excess humidity.
- Instead of oil-based paints and solvents, choose water-based products.
- Clean up mold as soon as you notice any sign of it (such as offensive odors, stains on furniture, carpets, fixtures, etc.).
- Have your home's combustion appliances professionally maintained. Oil- and gas-fired furnaces and hot water heaters, gas-fired stoves and clothes dryers, and wood-burning stoves are all examples of appliances that can give off particles and dangerous gases, such as carbon monoxide, if they're not properly maintained.
- Avoid using air fresheners. Instead, find and remove the source of the odor.
- Be aware that chemicals stored inside an attached garage often infiltrate the house, so try to reduce or remove chemicals such as pesticides, solvents, and fuel oil.
- Most common house cleaning products contain unnecessarily harsh chemicals. Many alternative products are easier on lungs and your wallet.
- Of course give RCC a call to evaluate your home for improved air quality by using humidifier, air purifier, or electronic air cleaner.

*Do you know what you are breathing?*



# SERVICE IS KING

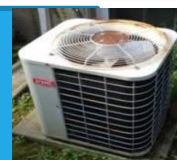
## Improved Energy Savings Program

Now offering monthly payment options as low as \$16 a month

Program Benefits	Bronze	Silver	Gold	Platinum
▪ 21 Point Inspection	✓	✓	✓	✓
▪ Quality Assurance Inspection & Cleaning (Meets Energy Star Recommendations)	✓	✓	✓	✓
▪ 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 free 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



## DON'T IGNORE ME



Out of sight usually means out of mind. This is one reason why heating and air conditioning equipment is sometimes neglected. These systems are almost always installed in places where they are not seen, such as closets, garages, or rooftops. Their location makes them easy to forget about and inadvertently ignored. Unfortunately, ignoring a heating, ventilating, and air conditioning (HVAC) system can be detrimental. This generally gets noticed when a problem occurs, causing expensive repair bills, personal discomfort, productivity loss, and higher utility bills. Since your heating and air conditioning unit is the biggest use of energy in your home, it makes sense that you pay attention to it to avoid neglect. The best way for you to ensure your system is regularly noticed, inspected, and evaluated, is by using monthly billing to maintain your Energy Savings Agreement. Monthly billing for ESAs is a great way to reduce the hassle in your life. Please take a look at our revised ESA plans and decide which one is right for you. Proper maintenance gives you piece of mind and saves you money by reducing energy cost and the likelihood of future repairs.





## Serving Our Community

As a local family owned business we have found that family is a priority. What a joy it has been to be able to serve such a wonderful community. We have also extended our service across the globe. In January, Tera, Brian and their son Gunner had the opportunity serve in an orphanage in Haiti. Tera and Gunner worked with the children while Brian spent the week doing some much needed maintenance including a water reservoir. Thanks to our wonderful customers and employees we have been given such tremendous opportunities to work in this community and beyond. We are looking forward to many more events this year. If there is a way we can support you please let us know. We really enjoy being involved. Hopefully, we will see you soon.



A few ways we have given back:

- Rotary Club of Lock Haven
- Frozen Snot
- Strongman competition
- YMCA-Serving on Board
- LHU Christian Fellowship
- National MS Society
- Baseball Teams
- Lilly's Run



## Funnies

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

Just a Few of

# Our Certifications



Satisfaction Guaranteed!



We have partnered with Bryant. We are a Bryant factory authorized dealer. Which means we have taken the extra steps, have done additional training, and are an approved contractor through Bryant's Factory. In addition to being factory authorized dealer we have received two additional certifications this year through Bryant. We have achieved the Circle of Champions Award two years in a row. In addition, Tera Redmond has achieved the honor of being nominated into this elite group of women leaders in the HVAC industry into Bryant's Women in HVAC.



We consider training to be high priority. Constantly learning and growing is very important to us. We put lot of time and commitment to training all of our employees whether technical, business, or even personal relationship training. We stay in constant communication whether it be our weekly technical training, monthly meetings or traveling to factories to learn everything there is to know in the HVAC industry. Because of our ongoing training we have achieved the multiple certifications listed and they have given your local mechanical contractor their stamp of approval.



## AC Trivia

Call or email our office with correct answers and you will be entered to win free AC inspection. Drawing June 15<sup>th</sup> 2016



1. Who invented the air conditioner and for what purpose?
2. Before Air Conditioning, industrial workers had month long vacations in August? True or False
3. Architecture has changed since the advancement of air conditioning? True or False
4. The development of effective temperature control, refrigeration has revolutionized the aspect of the industry? True or False
5. Air conditioning has helped defeat malaria? True or false
6. Air conditioning has affected education nationwide. True or False
7. Air conditioning conditions us to want more air-conditioning? True or False
8. Air conditioners also help \_\_\_\_\_ the air.
 

a. dehumidify	c. Sterilize
b. Humidify	d. Bring fresh air
9. If you don't see the compressor outside a building where else should you look?
 

a. Basement	b. Attic
b. Roof	d. Closet
10. Air conditioners can be compared to what other household appliance?
 

a. Dishwasher	c. Microwave
b. Refrigerator	d. Oven



# Spring Rebate Programs

## Energize You Tax Dollars

**Up to \$400 Instant  
Rebate on Mitsubishi  
Ductless Installation**



**Up to \$1,100 Instant  
Rebate on Bryant  
Installation**



### Spring Recipe

Blackened chicken with mango and black beans

**Ingredients:**

- 2.5 lb chicken tenderloins thawed and drained
- 1 tbsp butter
- 2.5 cup frozen mango chunks
- 2.5 cup seasoning blend (onion, celery, green pepper (frozen diced)
- 15 oz black beans
- 1/2 lime
- 1/4 tsp black pepper
- 1/4 crushed red pepper flakes (optional)
- coconut oil spray
- salt



**For Blackened seasoning:**

- Mineral salt
- Black pepper
- Garlic powder
- Chili powder
- Cumin for blackening

**Directions:**

1. Lightly sprinkle the top sides of the chicken pieces with the salt, pepper, and garlic powder, then generously with chili powder and cumin to cover fully for a blackened effect.
2. Heat a large skillet over medium-high heat and spray lightly with coconut oil spray, then add the butter. Once the skillet is hot and the butter has melted, add the chicken, blackened side down. While the underside is browning, blacken the tops by sprinkling on more seasonings as before. Turn the pieces once after about 5 minutes, and continue until the pieces are cooked through. Remove the chicken and set aside on a plate.
3. Put the mango chunks in a food processor and pulse until they are in small pieces but not broken down to a puree.
4. Add the seasoning blend, beans, mango, lime juices, and spices to the skillet and cook, stirring for a few minutes.
5. Return the chicken to the skillet and heat through with the other ingredients for another minute or two.

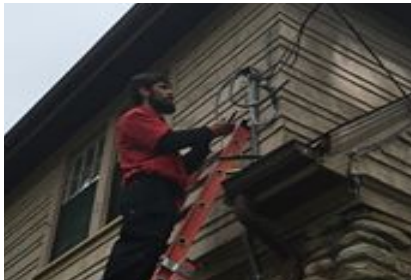
[www.rcchvac.com](http://www.rcchvac.com)

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PO BOX 291  
Beech Creek, PA 16822

- Boilers
- Chillers
- Electrical
- Gas conversions
- Geothermal
- Heatpumps
- Plumbing



**RCC is excited to announce that we are ready not only for all your heating and cooling needs but our techs are ready for any plumbing or electrical emergencies, retrofit or new construction projects you have. You now only need to call one service provider for all your home mechanical needs. Let RCC be your one stop shop!!**

Give us a call today to schedule your Spring Inspection Service



**WHATEVER  
IT TAKES.®**

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a tune up to keep  
you comfortable  
this season.



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