

RCC Home Comfort News

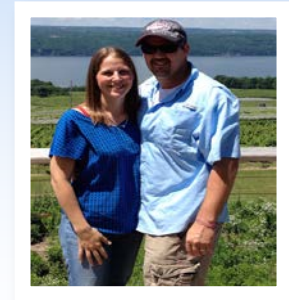
Thank You to our Loyal Customers

Thank you to our loyal customers who have depended on us to meet your home comfort needs in the past. In today's competitive market you have a variety of company choices. At RCC we are honored to serve loyal customers like you. We have tried our best to service you and are humbled by the confidence you have placed in us and strive every day to exceed your expectations. Customer referrals are very much appreciated and a referral is the highest honor and compliment. 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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A Word From The Owners



Welcome to one of the best seasons of the year – spring in Pennsylvania and all the beauty and fun it brings. After a colder-than-normal winter, signs of spring are here and a welcome relief. Pleasant weather and blooming flowers give us all a renewed “pep in our step.” As we ponder summer vacation plans, home improvement projects, and garden plantings, it seems this is the time of year we have comfort enhancements in mind. We hope that you will consider mind for all your HVAC and Mechanical needs.

We have thoroughly enjoyed the past year and we are looking forward to another great year. We are happy to report some enhancements in our services. We have also hired some key personnel who bring valuable experience and fresh ideas to our team. Additionally, we have made some investments in training and updated some of our internal and external procedures to ensure we continue to offer best products and service available. We entrust that these improvements will be what sets us apart.

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.

Brian & Tera Redmond



About RCC

(Redmond's Complete Comfort)

New to our company? This Section is for those not familiar with our company or just want to know more about us. Please check out www.rcchvac.com for customer reviews!!

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- Shaughn Braun

Shaughn has been part of the RCC family since 2012. He is now our Lead Technician. He has a very impressive background. He served in U.S. Army for 7 years in Germany, Korea, and Iraq. After his term serving in the Army he then went on to technical training in the HVAC field in North Carolina. Shaughn has become very diverse and can work on and fix any type equipment he tackles. He is married to Jennifer and has three girls and one son. Shaughn also enjoys running and attends Bigwoods Bible Church in Lock Haven. We are very proud to have Shaughn on our team.





Planned Energy Savings Program

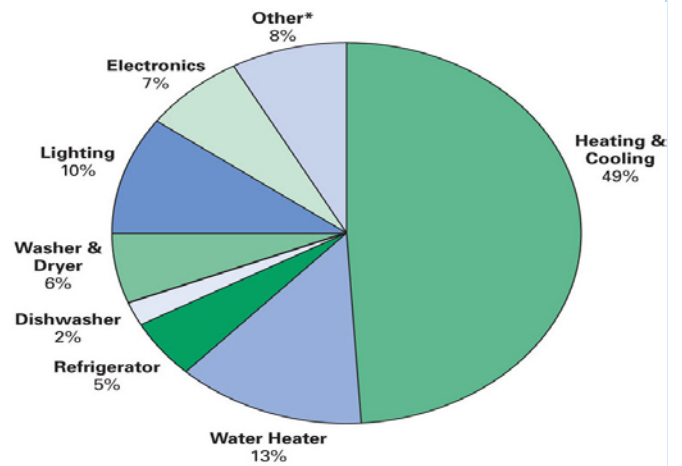
Energy Savings is our goal at RCC. Not only does it save you costly repairs but it also helps to ensure your continued safety and comfort throughout the year. The best way to protect your Heating and Air Conditioning investment is a regularly scheduled maintenance of your heating and cooling system. This will prolong your system's life, maximize efficiency, and save time and money in the long run. We have been working very hard to improve our Planned Energy Saving Program. We have now enhanced our program to give you added benefit and comfort. We have multiple options to help fit your individual needs. This is just another way RCC gives our loyal customers added value for your relationship. Your service plan will be tailored to your needs. Please contact our office to schedule your planned maintenance.

The Importance of HVAC

Many people make an investment in an HVAC system, yet fail to maintain proper upkeep. An HVAC system is similar to that of a car – it needs the proper care and maintenance to function properly. A properly functioning HVAC system is one that will keep your home comfortable for many years to come, which is why HVAC maintenance is important. Here are just a few reasons to maintain your HVAC system:

- Prolonged equipment efficiency
- Promotes healthy clean air
- Supports lower utility costs
- Guards against unexpected failures
- Prolongs equipment life
- Keeps your parts under warranty.

Where Does Your Money Go?



Spring Recipe

Ingredients:

- 2-3 avocados, chopped
- 1 can black beans, drained and rinsed.
- 1 can kidney beans
- 1 can white kidney beans
- 1 can of corn
- ¼ - ½ cup onion, chopped
- 3 roma tomatoes, chopped
- ¼ cup cilantro, chopped
- ½ lime, juice of, freshly squeezed
- 1 small jar green olives
- 1 small can black olives

Black Bean and Avocado Salad



Directions:

Mix together all of the ingredients. You can use fresh corn if you prefer and also use as much chopped onion or squeezed lime as you like. In fact, all of the ingredients are to your own liking, use as much or as little as you want. The lime juice helps to keep the avocado from turning brown. Refrigerate for a couple of

We take Pride in the Service We Provide

Over this past year we have been focused on improving our service department. This is continuing to improve with additional service technicians to ensure we can provide you with the excellent service you deserve.

We also recently invested in a new scheduling software and dispatcher dedicated to help your overall experience with us. We hope that you will give us a review on Facebook or on our website.



LET RCC BE YOUR PROTECTION PLAN

SATISFACTION GUARANTEED

- **Your technician will be professional and qualified to work on your equipment.**
- **We will take extraordinary care in your home.**
- **Our technicians will follow a stringent quality assurance task list to ensure a complete and thorough service each and every time.**

Help us connect with you

Service and communication are at the top of every business owner's agenda, especially in a new year.

Help us do our job better by telling us how you want to receive communication.

- **How would you like RCC to confirm an appointment?**
Phone call to your home? Email? Text to your mobile device?
- **If we have a time sensitive special, what is the best way to notify you quickly?**
Email blast? Text message? Facebook post? Short tweet? A prerecorded notification sent to your personal telephone number?
- **What is the most convenient medium for us to share valuable tips, coupons and product information?** Through our newsletter and postcard mailings? Electronic newsletter? Website updates and blogs?
- **We want to hear from you.** You can reach us 24/7 through the traditional mediums listed throughout the newsletter and through our newest communications tools:
 - Facebook: Redmond's Complete Comfort HVAC
 - Webstie: www.rcchvac.com
 - Email or text: Service@rcchvac.com
 - Twiter: rccmechanical

Redmond's Complete Comfort is focused on providing the highest level of service with a focus on earning referrals from our satisfied clients.

The most expensive investment in your home is in the care of responsible experts who set the standard of excellence for our industry by following National Standards for service and training.

Our technicians are tested and certified through North American Technician Excellence (NATE)

Our maintenance plans following Energy Star Recommendations along with National Standards for residential maintenance

We look forward to serving you!



Serving Our Community

As a local family owned business we have found that family is a priority. Because of our many wonderful customers we have been able to get more involved in our community and give back in many ways. Community involvement has been a wonderful and exciting experience for our company. The community is considered 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. If there is a way we can support you please let us know. We really enjoy going out and cheering on the competitors at these events. Hopefully, we will see you soon. A few ways we have given back:

- Rotary Club of Lock Haven
- Strongman competition
- YMCA
- LHU Christian Fellowship
- National MS Society
- Baseball Teams
- Great Island Adventure Triathlon *(we hope you can join us at the family event Friday June 26th and Saturday June 27th for the full event.*



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 we have received two additional certifications this year through Bryant. We have achieved the Circle of Champions Award and Bryant's Women in HVAC.



NATE certifies installation & service technicians with a knowledge-based test. This is a very thorough test that demonstrates the knowledge of our technicians.



We underwent training & vigorous testing to achieve the Accredited Installer for International Ground Source

Indoor Air Quality Trivia

Call or email our office with correct answers and you will be entered



1. The EPA ranks indoor air quality pollution among the top 5 risks to public health.
True or False
2. Indoor air can be up to 5 times more polluted than outdoor air.
True or False
3. More than half of all Americans test positive for one or more allergens.
True or False
4. What is the most pervasive allergen?
 - a. Rye c. Ragweed
 - b. Pollen d. Dust
5. What % of colds are caught indoors?
 - a. 20% c. 40%
 - b. 75% d. 90%
6. Evidence suggests that poor outdoor air quality may be a more likely trigger of childhood asthma than indoor pollution.
True or False
7. Asthma accounted for approximately 5 million missed work days in 2000?
True or False
8. Asthma is the most common chronic disorder in childhood?
True or False
9. What percentage of the U.S.

Spring Rebate Programs

Energize You Tax Dollars

Ongoing training really pays!! Because of our many qualifications, ongoing training, and certifications we are able to provide you with additional rebates.



Up to \$400 Instant Rebate on Mitubishi Ductless Installation



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





Scan me with your phone

Redmond's Complete Comfort, LLC

PO BOX 291

Beech Creek, PA 16822

Call us for all of your home
comfort needs

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

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SCHEDULE YOUR COOLING
INSPECTION! GIVE US A CALL BY
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Satisfaction Guaranteed!