

Keeping Homes Comfy
*From the Triangle
to the Coast*™





Your Residential Heating & Air Conditioning Contractors

Carolina Comfort Air, a full-service heating and air contractor, opened its doors in May 2007 with founders Phillip Tyler and Hank Richard. During the first week of operations, their 3-man team completed 7 rough-in installations. Carolina Comfort Air now employs over 250 team members and specializes in HVAC service, installation & maintenance for single family and multi-family homes as well as commercial applications.

In 2009, Carolina Comfort Air relocated their corporate office to Clayton, NC and expanded its service area with additional locations, allowing Carolina Comfort Air to keep homes Comfy from the Triangle to the Coast™!

Carolina Comfort Air has received numerous industry awards and has been nationally recognized as a Top 3 Trane Dealer. Members of our team have traveled across the country to numerous HVAC training seminars and conferences to stay up to date in the ever-changing market of the HVAC industry.

Our focus is to be your Heating and Air contractor of choice. We're there when you need us.

Phillip Tyler and
Hank Richard



Our
Management
Team



*"We would highly recommend your company to anyone in need of your services...
We are looking forward to many years of heating and cooling..."*

~ Fred and Susan Sharpe

License Number
29077

North Carolina
State Board of Examiners of Plumbing,
Heating & Fire Sprinkler Contractors
State License No. 29077

Expiration Date
December 31, 2020

Carolina Comfort Air, Inc-Do not use
PO Box 699
Dunn, NC 28335

This is to Certify that:

Charles Phillip Tyler

Charles Phillip Tyler: Heating Group 3 - Class I; Dustin Owen Newman: Heating Group 2, Heating Group 3 - Class I

Is duly registered, licensed and authorized to engage in the business of
Heating Group 2, Heating Group 3 - Class I

License Number
20515

North Carolina
State Board of Examiners of Plumbing,
Heating & Fire Sprinkler Contractors
State License No. 20515

Expiration Date
December 31, 2020

Carolina Comfort Air, Inc.
PO Box 190
Clayton, NC 27520

This is to Certify that:

Cassandra Watkins Cooke

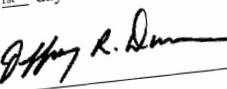
Cassandra Watkins Cooke: Heating Group 2, Heating Group 3 - Class I; Jerry Paul Moore Jr.: Heating Group 3 - Class I; John Henry Richard: Heating Group 3 - Class II

Is duly registered, licensed and authorized to engage in the business of
Heating Group 2, Heating Group 3 - Class I, Heating Group 3 - Class II

Within the State of North Carolina until December 31, 2020, when this
license expires. This authority is granted in accordance with the provisions
of Chapter 87, Article 2 of the General Statutes of North Carolina.

Witness my hand and seal of the Board

This 1st day of January 2020


Chairman



License Number
34620

North Carolina
State Board of Examiners of Plumbing,
Heating & Fire Sprinkler Contractors
State License No. 34620

Expiration Date
December 31, 2020

Carolina Comfort Air Inc.
1809 Blue Clay Rd
Wilmington, NC 28412

This is to Certify that:

Anthony Luther Smith

Anthony Luther Smith: Heating Group 3 - Class I

registered, licensed and authorized to engage in the business of
Heating Group 3 - Class I

License Number
31589

North Carolina
State Board of Examiners of Plumbing,
Heating & Fire Sprinkler Contractors
State License No. 31589

Expiration Date
December 31, 2020

Carolina Comfort Air, Inc.
149 Rea St
Jacksonville, NC 28546

This is to Certify that:

Joshua Tyler Reason

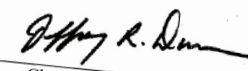
Joshua Tyler Reason: Heating Group 3 - Class II

Is duly registered, licensed and authorized to engage in the business of
Heating Group 3 - Class II

Within the State of North Carolina until December 31, 2020, when this
license expires. This authority is granted in accordance with the provisions
of Chapter 87, Article 2 of the General Statutes of North Carolina.

Witness my hand and seal of the Board

This 1st day of January 2020


Chairman



Client#: 1796163 20CAROL.COM2

ACORD - CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 5/23/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER: McGriff Insurance Services
McGriff Insurance Services
Post Office Box 13941
Durham, NC 27709
919 281-4500

INSURED: Christian Harrison
NAME: Christian Harrison
JOB: 919 281-4500
FAX: 8887468761
E-MAIL: christin.harrison@mcgriffinsurance.com
ADDRESS: 20141

INSURER A: National Trust Insurance Company

INSURER B: 20141

INSURER C: 20141

INSURER D: 20141

INSURER E: 20141

INSURER F: 20141

CERTIFICATE NUMBER: CP100046792

REVISION NUMBER: 05/24/2019 05/24/2020

CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIODS SHOWN. THE POLICIES MAY BE SUBJECT TO THE TERMS, CONDITIONS, COVERAGES, EXCLUSIONS, ENDORSEMENTS AND LIMITS OF THE POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

TYPE OF INSURANCE	ADDL. SUBR. (YES/NO)	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXPI. DATE (MM/DD/YYYY)	LIMITS
GENERAL LIABILITY	<input checked="" type="checkbox"/> OCCUR	CP100046792	05/24/2019	05/24/2020	EACH OCCURRENCE BODILY INJURY (Per person) MED EXP (Any one person) PERSONAL & ADV INJURY (Per person) GENERAL AGGREGATE PRODUCTS - COMP/PROP AGG
LIABILITY	<input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> UNOWNED AUTOS ONLY	CA100013808	05/24/2019	05/24/2020	COMBINED SINGLE LIMIT BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
LIABILITY	<input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS-MADE	UMB100025544	05/24/2019	05/24/2020	EACH OCCURRENCE AGGREGATE
LIABILITY	<input checked="" type="checkbox"/> Y/N <input checked="" type="checkbox"/> N/A	010WC9A75081	05/24/2019	05/24/2020	DISABILITY E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOY E.L. DISEASE - POLICY LIM
OPERATIONS below		CPP100046792	05/24/2019	05/24/2020	\$50,000

ADDITIONAL LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Information **
age

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES
THE EXPIRATION DATE THEREOF, NOTICE
ACCORDANCE WITH THE POLICY PROVISION

AUTHORIZED REPRESENTATIVE
C. Brown Allen

© 1988-2015 ACORD CORPORATION

1 of 1
2877

We Hold Ourselves to the Highest Standards

Earning your trust and satisfaction is our #1 priority! We pride ourselves on treating our customers exactly how we would want to be treated. This philosophy isn't just hype - it is our company mission from the ground up.

- Licensed and Bonded
- Top 5 National Trane Dealer for 5 years in a row
- Better Business Bureau "Accredited Business" with an A+ Rating
- Member of Local Chambers of Commerce
- Certified by the Environmental Protection Agency
- Highly Trained and NATE-Certified Technicians



Recognized as a "Top 5 Trane Dealer" for five consecutive years – 2015 - 2019!

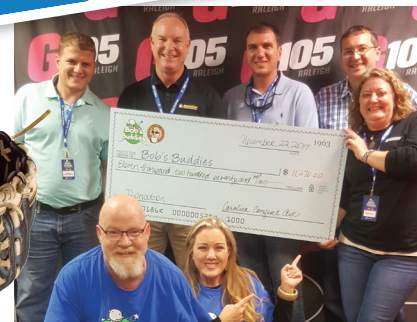
*"We believe in helping those who
cannot help themselves and showing
respect for those whose sacrifice can
never be repaid."*



We Believe in Giving Back

"Working Hands Warm Hearts" is the foundation of Carolina Comfort Air's community support program. We promote and participate in many local volunteer opportunities all around the state of North Carolina, including:

- System Giveaways
- Community Toy Drives
- Community Athletic Sponsorships
- Bob's Buddies
- Special Olympics
- Toys For Tots
- St. Jude Children's Research Hospital
- Flags for Heroes
- Operation Coming Home
- Purple Heart Homes
- Habitat for Humanity
- Susan G. Komen
- Make-A-Wish Foundation
- American Cancer Society-Relay for Life
- Community Food Banks
- Raleigh Rescue Mission





We're Part of the Community

Carolina Comfort Air believes in being involved in our community. We are active members of organizations and groups that impact our industry and businesses in our community. Our goal is to help revitalize the HVAC workforce through education.

- Donated equipment to HVAC learning labs for our future technicians at community colleges in areas we serve
- Scholarship with JCC for HVAC Program
- Members of local HBA groups
- Members of local chambers



President Phillip Tyler with his JCC instructor Milton Hudson





Our Complete Home Assessment Process

Our Retail Team is here to help you when it's time to replace your current HVAC system! Our Comfort Consultants have the knowledge to customize the best system for your home and family. By doing this assessment, it ensures the system size and equipment features will provide the best solution for your home comfort needs.

We start by learning about the performance of your current comfort system and any concerns you might have, which includes:

- Are you satisfied with your current system?
- Do you have high utility bills?
- Do you have areas in your home that are uncomfortable?
- Do you have any air quality issues in your home?
- Is an efficient and environmentally friendly system important to you?

Our Retail Team is here to help you when it's time to replace your current HVAC system! Our Comfort Consultants have the knowledge to customize the best system for your home and family. By doing this assessment, it ensures the system size and equipment features will provide the best solution for your home comfort needs.





We Make Comfort Affordable

At Carolina Comfort Air, we realize replacing or repairing your Home Comfort System can be a financial burden for some families. As Trane Comfort Specialists, we are able to offer special financing with approved credit. Call today to find out more about the available rates.

BUY TODAY, PAY OVER TIME

Special Financing Available*

We offer financing options for the services our company provides for your home. These are the benefits of financing:

- Monthly payments to fit your budget
- Special terms promotions available, ask for details
- Online account management and bill payment options

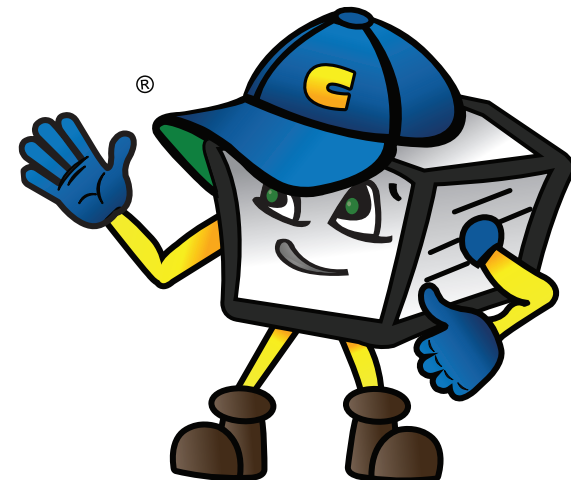
AIR CONDITIONING & HEATING REPAIR FINANCING

Financing Available for repairs over \$200

- No interest if paid in full within 12 months on system repairs or enhancements.

*With approved credit.

We also participate in energy company rebates!



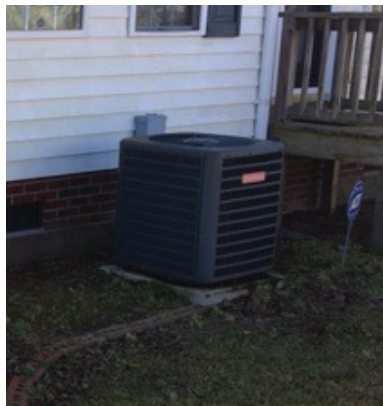


Case Study:

Edwards Family

Jacksonville, NC

Homeowners wanted to get the equipment out from under their home. They had previous issues with condensate line backing up and putting moisture in crawl space.



BEFORE



AFTER



SOLUTION:

No more backups or moisture issues with their new Trane packaged unit!



Case Study:

Krol Family

Clayton, NC

Had replaced compressor and other components on the system, it was just getting old and needing something all the time so it was time to upgrade.



BEFORE



SOLUTION:

We want your install to look neat as well as operate efficiently. Our units are on plenums secured by concrete block and hanging strap, not 2x4's!



AFTER





Case Study:

McManus Family

Clayton, NC

Old system had done all it could do!



BEFORE



AFTER



SOLUTION:

Upgraded to a much more efficient system and even put it on an outdoor pad to protect the unit and keep it level.



Case Study:

Wiggs Family

Goldsboro, NC

Split System had some age on it and was losing airflow into the attic due to poor duct connections.



BEFORE



AFTER



SOLUTION:

Upgraded them to a new XL18i system. We used sheet metal plenums to allow more air to flow out of the unit and to each run versus flex duct right off the equipment.



1 Year Craftsmanship Guarantee

At Carolina Comfort Air we take pride in our workmanship.

As proof of our confidence, we are offering you a 1 Year Craftsmanship Guarantee.

If additional labor is required due to fault in our workmanship, the problem will be repaired at no additional cost to you. This guarantee is not valid unless payment has been made in full and does not include materials, equipment, manufacturer's items, or damage beyond our control, such as windstorms, hail, ice, fire, lightning, or other acts of God. With our exclusive 1 year guarantee, our goal is to provide you, our client, with the additional value and peace of mind you deserve. Just mention any concerns you may have while scheduling your preventative maintenance and we will be happy to address them.

Homeowner

Comfort Consultant

Date



Support After the Sale, We're There When You Need Us

WARRANTY REGISTRATIONS

People often overlook an air conditioning warranty or heating warranty because they feel it is not necessary. Sometimes issues do arise with a mechanical system, but don't worry, you're covered by a 1-year labor warranty and a 10-year parts warranty. Here at Carolina Comfort Air, we strive to offer competitive prices on not only repairs and installations, but also on our extended warranty plans.

- Upon installation of your replacement system, we will submit all of the necessary information to activate the **Registered Limited Warranty**.
- Selling your home? If your unit still has time on the existing limited warranty (usually 10 years), you can purchase a transfer option to extend that coverage to the new homeowner. Just give us a call, and we'll help you select the best option for your transaction!
- 5 year extended labor warranties

ANNUAL MAINTENANCE PROGRAMS

You've got a new Home Comfort System, now what? Your system manufacturer requires maintenance in order to maintain the warranty on the system, and we have you covered. If a problem arises or you just need your annual maintenance performed, our Service Team is there when you need them!

Our NATE Certified technicians attend training on a regular basis to keep up on the latest innovations in HVAC to ensure we can take care of any problem with your Home Comfort System, new or old! We offer morning and afternoon appointments to make scheduling convenient for you and we have a live team member in the office until 9pm Monday to Saturday and until 6pm on Sunday so you can reach us any time an issue arises.

*Which level of service fits
my family's needs?*

	SAFETY	PERFORMANCE	PEACE OF MIND
Run & Test System	★	★	★
Inspect Wiring	★	★	★
Check For Gas Leaks	★	★	★
Inspect Heat Exchanger	★	★	★
Clean Evaporator Coil		★	★
Clean Drain Pan & Lines		★	★
Remove Debris From Outdoor Unit		★	★
Priority Service	★	★	★
No Overtime Fees	★	★	★
Service Reminder	★	★	★
Provide 1 Year Supply Of Filters			★
Level & Wax Outdoor Unit			★
Replace Any Missing Screws			★
Seal Air Leaks At Unit			★
Discount On Repairs		5%	15%

Our trained technicians will visit your home twice a year to ensure peak efficiency in heating & cooling seasons PLUS you receive priority service and a discount should any issues arise with your Home Comfort System!

TRANE SMART HOME AUTOMATION

Take control of your home's heating, cooling and energy usage with the Trane Thermostats. The intuitive interface and powerful features incorporated into the compact design of the color touch-screen control represent the latest in climate control technology from the industry's leader in residential HVAC systems. And best of all, you can monitor and control your home's climate from anywhere when connected with Nexia.

THERMOSTAT FEATURES

- Built-in Nexia Bridge, the hub for the Nexia system
- Create up to six daily heating and cooling schedules
- Indoor relative humidity display
- Upgradable software
- Wi-Fi or Ethernet connection
- Energy Star Certified
- 5-day weather forecast & weather radar
- Nexia™ Diagnostics compatible



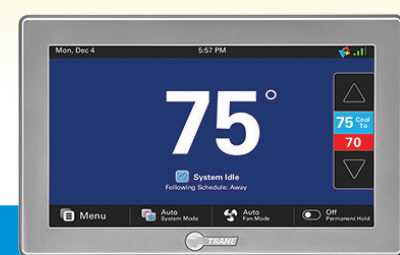
 **TRANE XL824
THERMOSTAT**



 **TRANE XL850
THERMOSTAT**



 **TRANE XL1050
THERMOSTAT**



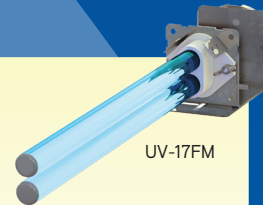
INDOOR AIR QUALITY PRODUCTS

Our air quality solutions also help reduce air pollutants, seasonal allergens, dust, and more that can be a threat to you and your family's health.

Our certified Indoor Air Quality Solutions:

- Prevent Bacteria Build Up
- Reduce Cold & Flu Germs
- Eliminate Airborne & Surface Contaminants
- Improve Indoor Air Quality
- Protect Your Family
- Improve HVAC Life

UV LAMP



UV Lights reduce colds and flu by preventing bacteria and other contaminants from growing inside your HVAC equipment. Reduce odors, prevent drain lines from clogging and keep your AC coils clean to reduce energy usage and electricity costs. We recommend replacing bulbs every 3 years.

RECOMMENDED FOR HOMEOWNERS WITH:

- Headaches, fatigue, and shortness of breath
- Worsening allergy and asthma symptoms
- Sinus congestion, cough, and sneezing
- Eye, nose, throat, and skin irritation

AIR SCRUBBER PLUS



The Air Scrubber Plus reduces dust, dander, and odors in your home by trapping contaminants before they enter and clog your filters using ActivePure® Technology. The Air Scrubber Plus should receive maintenance every 3 years.

RECOMMENDED FOR HOMEOWNERS WITH:

- Chest tightness or cough
- Nausea
- Sinus problems
- Dizziness
- Eye, nose, throat, and skin irritation

TRANE CLEAN EFFECTS

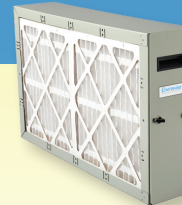


The Trane Clean Effects is a patented whole-house air filtration system that removes up to 99.98% of allergens from filtered air. Particles as small as .1 micron are trapped, and it can reduce your need to dust by 50%. The system has been performance verified by leading experts, and the Trane Clean Effects filter never needs changing.

RECOMMENDED FOR HOMEOWNERS WITH:

- Poor indoor air quality
- Dusty surfaces
- Chest tightness or cough
- Nausea
- Sinus problems
- Dizziness
- Eye, nose, throat, and skin irritation

TRANE QUIKBOX™ FILTER



A Trane Envirowise Quikbox air filter is an integral part of a whole home comfort system that protects your equipment and family by filtering dust and allergens from the air you breathe. The Quikbox filter can last up to 6 months and is easily replaceable by you or your installer.

RECOMMENDED FOR HOMEOWNERS WITH:

- Poor indoor air quality
- Dusty surfaces
- Chest tightness or cough
- Nausea
- Sinus problems
- Dizziness
- Eye, nose, throat, and skin irritation

DEHUMIDIFIER



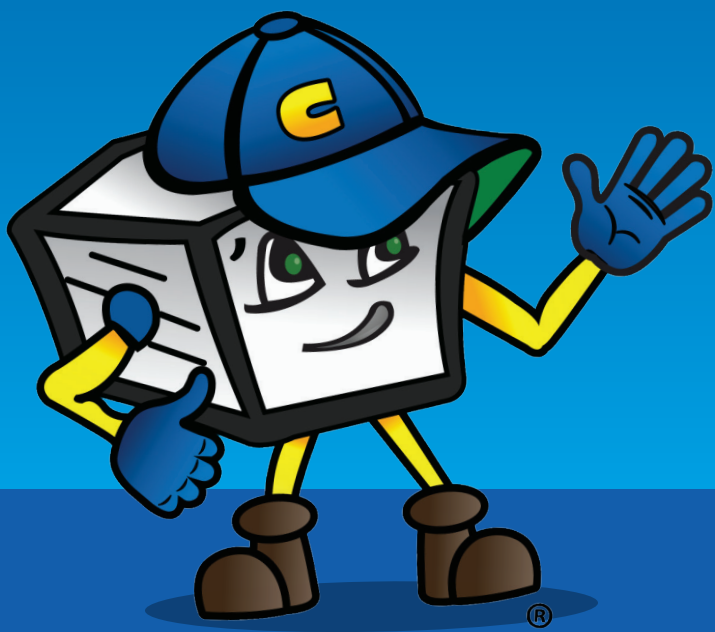
Excess moisture in your home creates perfect conditions for mold, allergens, odors, and mildew which can lead to unhealthy air in your home. Dehumidifiers remove the right amount of moisture, help make your home more comfortable and energy-efficient, and protect your home's assets. The dehumidifier's dedicated drain means maintenance is simple.

RECOMMENDED FOR HOMEOWNERS WITH:

- Moist or wet stains on walls or ceilings
- Stuffy or unpleasant rooms
- Windows covered in condensation
- Musty smells
- Mold
- Excess moisture

TAKE YOUR COMFORT TO THE NEXT LEVEL

We provide a full assortment of HVAC accessories to enhance your commercial or residential system. Our accessories better the efficiency of heating and cooling systems, improve indoor air quality, extending system life, and save you money on utility bills.



GOOGLE NEST DOORBELL

Replace your existing wired doorbell and never miss a thing. Google Nest lets you know who's there through real-time notifications and HD video.

FEATURES:

- Person, Motion, Delivery & Sound Alerts
- HD Video, Talk & Listen
- 24/7 Streaming with Night Vision
- 160* Field of View



5 YEAR LABOR WARRANTY

Extend your labor coverage to save on repairs. Ask your Comfort Consultant about our No Deductible Options.

USB RECEPTACLE

Free up 3 outlets and charge your devices 40x faster with streamlined device charging.

FEATURES:

- Easy installation
- Smart chip USB ports identify devices to optimize each charge
- Built in overcorrect protection to protect devices from too much power

SURGE PROTECTION

Safeguard your HVAC investment, appliances, and electronics against lightning surges

FEATURES:

- Limited lifetime protection warranty
- Easy installation
- Low cost, high performance



“I am truly grateful, impressed, and amazed at just how much of a wonderful company Carolina Comfort Air is. Their employees are top notch, caring, understanding, dedicated, and the determination to make sure everything is done right.” - *Richard F. Google Review*



*Thanks for allowing
our TEAM to keep
your home and family
Comfy!*



CarolinaComfortAir.com

(919) 879-2106