

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 Clayton Home Office



Our Management Team



"Comfy"
Our Company Mascot

"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

We Hold Ourselves to the Highest Standards

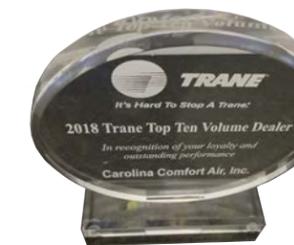
At Carolina Comfort Air, we want to be the best in the industry in every area. This is no small task. It means being the best for both our customers and for our employees, who we consider to be stakeholders in everything that we do as a company. It also means that we have to look at each area of the HVAC industry to make sure we're meeting or exceeding the standards that are commonplace in HVAC. We have created a culture of education that improves every facet of the company. We provide countless hours of training per year to our technicians and mechanical installers in our in-house training center. With the support of our full-time Trainer, our team diagnoses problems, reviews the latest technology, and will even install mock system replacements. It's our way of ensuring quality work and giving our customers peace of mind.



And We've Been Recognized for It

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 since 2015
- Not just a Trane Comfort Specialist but a Trane Flagship Dealer
- 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" Since 2015

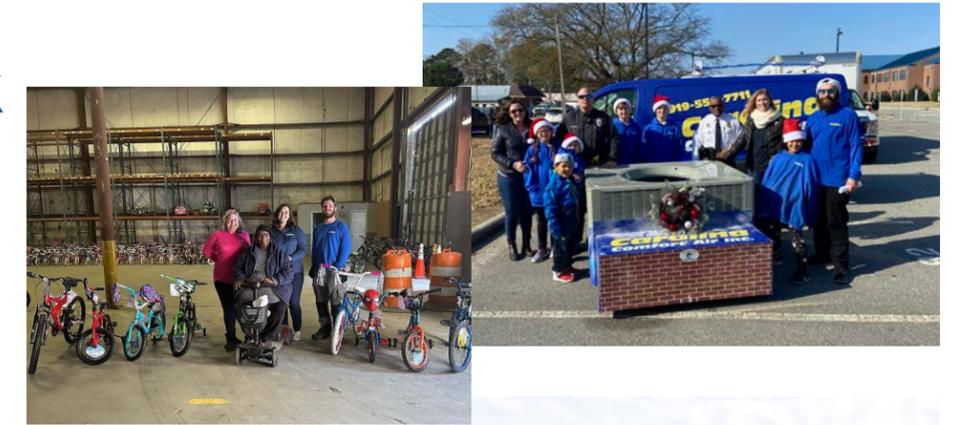
"We believe in helping those who cannot help themselves and showing respect for those whose sacrifice can never be repaid."



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
- Scholarships with JCC for HVAC Program
- Members of local HBA groups
- Members of local chambers
- Participants in local community events



President Phillip Tyler with his JCC instructor Milton Hudson





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 \$500

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

*With approved credit.

WE ALSO PARTICIPATE IN ENERGY COMPANY REBATES!



Our Complete Home Assessment Process

from your comfort concerns...

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?



...to an evaluation of your current system

Our Comfort Consultants will then perform an evaluation of your home along with your current comfort system which includes:

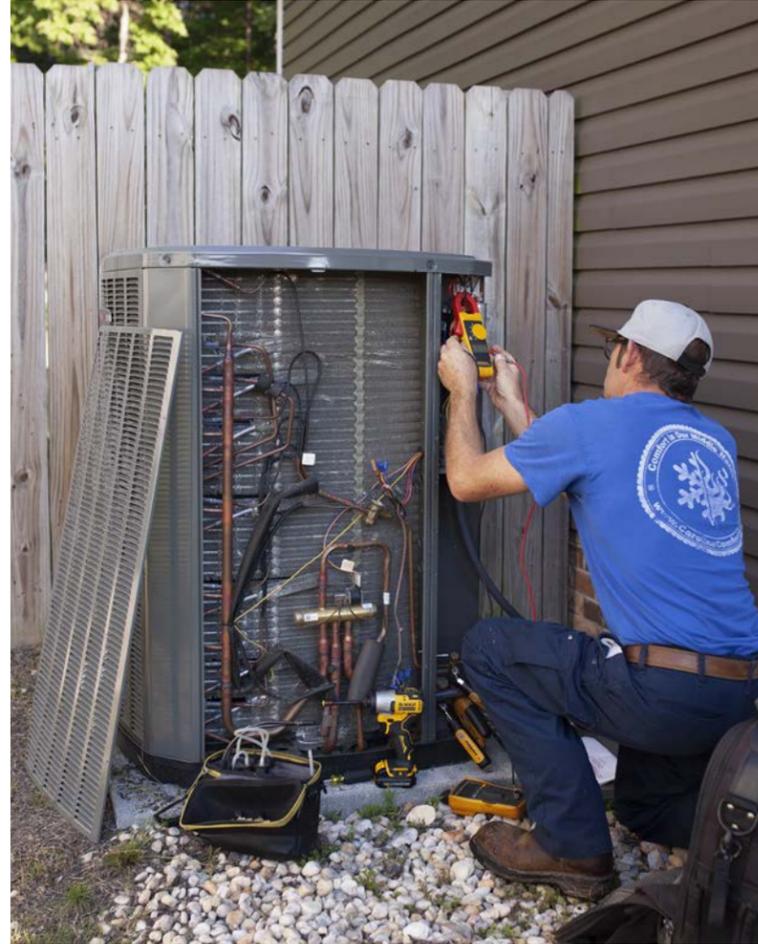
- Thermostat and thermostat wire
- Ductwork sizing along with supply & return grilles
- Condition and compatibility of existing ductwork for a new system
- Electrical panel evaluation along with current breakers
- Existing wire size & type
- Line set and refrigeration type for existing system
- Location and dimensional constraints of indoor unit (if applicable)
- Condition of space for indoor unit (attic/basement/crawl space)
- Proper load calculation based on home size, location, and insulation



We're There When You Need Us, *from the mechanical installation process...*

The most important day in the life of any HVAC unit is the day of installation. A careless or disorganized installation can result in repairs and possibly a shorter lifespan for your equipment. Our Mechanical Installation team has the knowledge and experience to ensure that your Home Comfort Project will keep you and your family comfy for many years to come. Our Installation Process includes:

- Complete the required permit application process for you
- Confirm your appointment times the day before
- Notify you when our Installation Crew is on the way
- Discuss the installation process with you
- Prep your home with floor and furniture protection
- Properly remove and dispose of your old system and clean up all debris from your home
- Complete a 40 point installation evaluation
- Program your thermostat
- Schedule a 3rd party municipality inspector to inspect our work



...to support after the sale

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 to due to the fault in our workmanship, the problem will be repaired at no additional cost to you. This guarantee is no 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.

WARRANTY REGISTRATIONS

People often overlook an air conditioning warranty or heating warranty because they feel it is not necessary. Upon installation of your replacement system, we will submit all of the necessary information to activate the Registered Limited Warranty.

PRIORITY WARRANTY SERVICE

Your heating and cooling systems are something you should never have to worry about living without. From the hot, humid summers to the chilly winter nights, your HVAC system is designed to keep you comfortable through it all. When your HVAC system isn't properly heating or cooling your home, our certified technicians will diagnose and repair your air conditioner, heat pump, or furnace quickly. Our technicians use OEM parts to extend system life and ensure quality HVAC repairs. We offer morning and afternoon appointments to make scheduling convenient for you, we have over 30+ technicians and a live team member available from 7am until 9pm so you can reach us any time an issue arises.



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. We have the solution to your HVAC problems.



PROBLEM

Lack of Function and Style with on Wall Thermostat

Upgrading to a modern thermostat can bring significant benefits to your HVAC system. By improving the overall efficiency of your HVAC system, an upgraded thermostat can reduce wear and tear, resulting in a longer lifespan for your system.

SOLUTION

Enhanced Thermostats

Compared to traditional programmable thermostats, an enhanced thermostat gives you more control over your home's energy usage both at home and away. It learns your household unnecessary usage when no one is home. The intuitive interface and powerful features in 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.

RECOMMENDED FOR HOMEOWNERS WITH:

Who want more convenience, energy efficiency, and style in their HVAC system. It's a great option for those who are tired of manually adjusting their thermostat, concerned about high energy bills, or want to modernize their home's decor.

PROBLEM

Voltage Spike and Power Surges

All electrical appliances suffer from the vulnerability of power surges which can damage the device.

SOLUTION

Surge Protection Devices

Safeguard your HVAC investment, appliances, and electronics against lightning surges. Modern HVAC systems are controlled by in unit electronic circuit boards. Just like most homes protect internal electronic devices with surge protection power strips, your homes most expensive electronic component can benefit from this type of protection.

RECOMMENDED FOR HOMEOWNERS WITH:

If you live in an area with power grid issues or thunderstorms. These factors increase the chances of power surges and thus the risk of damaging your HVAC system. But even if you don't experience as many power outages or lightning strikes, surge protectors still offer peace of mind.



PROBLEM

Poor Indoor Air Quality, Dust & Allergens

Americans, on average, spend approximately 90 percent of their time indoors, where the concentrations of some pollutants are often 2 to 5 times higher than typical outdoor concentrations according to the EPA.



SOLUTION #1

5" Media Filter

A 5" media 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. This level of filtration makes it up to 50x as effective as a standard 1" filter. It 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
- Worsening allergy symptoms
- Eye, nose, throat, and skin irritation



SOLUTION #2

Whole Home Electronic Air Purifier

A whole-house electronic air filtration system 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%. This level of filtration makes it up to 100x as effective as a standard 1" filter. The system has been performance verified by leading experts.

RECOMMENDED FOR HOMEOWNERS WITH:

- Poor indoor air quality
- Interest in combatting bacteria and viruses
- Worsening allergy and asthma symptoms
- Dusty surfaces
- Sinus problems
- Eye, nose, throat, and skin irritation



PROBLEM

Poor Indoor Air Quality, Bacteria & Odors

Poor indoor air quality due to high levels of bacteria and unpleasant odors is a growing concern for many households. Airborne contaminants such as dust, pollen, and mold can worsen indoor air quality and contribute to respiratory problems, while unpleasant odors can make it difficult to enjoy the living space.



SOLUTION #1

UV Lamp Air Purifier

Ultraviolet (UV) Lights reduce colds and flu by preventing bacteria and other contaminants from growing inside your HVAC equipment. UV Lights sanitize the air moving through your system, keep your AC coils clean to improve system efficiency. We recommend replacing bulbs every 2 years.

RECOMMENDED FOR HOMEOWNERS WITH:

- Interest in combatting bacteria and viruses
- Worsening allergy symptoms
- Sinus congestion, cough, and sneezing
- Eye, nose, throat, and skin irritation



SOLUTION #2

In Ductwork Air Purifier

An induct air purifier reduces dust, dander, and odors in your home by trapping contaminants before they enter and clog your filters. Installed directly in the ductwork, this system eradicates airborne odors and contaminants. The air purifier should receive maintenance every 2 years.

RECOMMENDED FOR HOMEOWNERS WITH:

- Interest in combatting bacteria and viruses
- Worsening allergy and asthma symptoms
- Pet or other household odors
- Sinus congestion, cough, and sneezing
- Eye, nose, throat, and skin irritation



PROBLEM

Excess Home Moisture

Daily activities, such as cooking, cleaning and showering can add as much as 25 pints of moisture to your home!



SOLUTION

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. An ideal home humidity is between 40-60% and many parts of NC average above that.

RECOMMENDED FOR HOMEOWNERS WITH:

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



PROBLEM

Improper Insulation

More than 90% of U.S. homes are under-insulated according to the International Conservation Code (IECC).



SOLUTION

Loosefill Attic Insulation

It takes a complete system – including proper ventilation and insulation products to maximize performance. Up to 50-70 % of the energy used in an average home can be attributed heating and cooling costs, and the attic is the easiest place to add insulation to improve the comfort and energy efficiency of your home.

RECOMMENDED FOR HOMEOWNERS WITH:

- Visible floor joists in the attic
- Homes with less the R38 level insulation
- Excessive heat loss in winter or heat gain in summer



PROBLEM

Future Repair Costs

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. This however, does not include labor warranty protection.



SOLUTION

Extended Labor Warranty

Extend your labor coverage to save on repairs. Ask your Comfort Consultant about our No Deductible Options. With Carolina Comfort Air's Warranty Protection Options you will benefit from:

- Coverage against unexpected repairs
- Increased value of property at time of sale
- Peace of mind

RECOMMENDED FOR HOMEOWNERS WITH:

Who want to protect their investment and ensure that any potential repairs are covered without having to worry about unexpected costs.



PROBLEM

Maintaining System Performance

Your system manufacturer requires maintenance in order to maintain the warranty on the system.



SOLUTION

Comfort Protection Plans

By keeping system components in top-notch condition, heating and AC maintenance will save you money in every season.

- Add Years of Life to Your HVAC systems
- Avoid Unexpected Repairs Costs
- Avert Sudden Breakdowns
- Prevent Indoor Air Pollution
- Maintain Comfortable Temperatures and Humidity Levels
- Compliance With Manufacturer Warranty Requirements

RECOMMENDED FOR HOMEOWNERS WITH:

Who want to ensure that their HVAC systems run smoothly and efficiently throughout the year, reducing the risk of unexpected breakdowns and costly repairs.

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





Referral Rewards

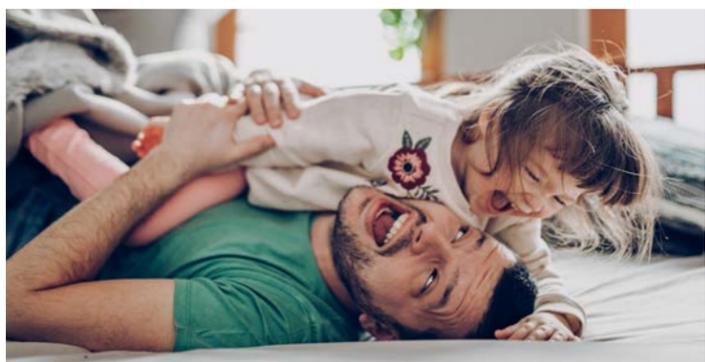
Tell your friends and family about your experience with Carolina Comfort Air. If he or she purchases a new comfort system from us you will receive \$200!

- The person referring must be a customer of Carolina Comfort Air, whether by system replacement or service.
- The person being referred must purchase a new system from Carolina Comfort Air.
- Upon verification that the referring person is an existing Carolina Comfort Air customer and the purchase of a new air conditioner from a new customer, the existing, referring customer will receive \$200.
- To be considered for our Rewards Program, eligible customers must let Carolina Comfort Air know they have referred a new client to use. Installation location of new customer must be made available to the Carolina Comfort Air Coordinator. Failure to inform Carolina Comfort Air of your referral within 90 days of new customer purchase will void participation in this program. All rewards entries are subject to review.
- Visit our website to submit your referral.



"Very professional crew. Had to rip out my 20-year-old system and completely replace all the ductwork plus a new unit installation. Only took 4 days they didn't cut corners and were very courteous the whole time even went the extra mile on a few things they didn't have to do but did anyways. 10/10 would recommend them to anyone!"

~ Owen S.



"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, dedication, and the determination to make sure everything is done right."

~ Richard F.



HVAC Glossary

Making informed purchasing decisions and getting the best performance from your home comfort system is easier when you know the common terms.

Air Conditioning, Heating and Refrigeration Institute (AHRI)

AHRI is an abbreviation for the Air Conditioning, Heating and Refrigeration Institute, a trade association that develops standards for measuring and certifying product performance. AHRI standards and guidelines are used throughout the world. Equipment with the AHRI Certified® mark has AHRI's assurance that it will perform accurately and consistently.

Annualized Fuel Utilization Efficiency (AFUE)

A measure of furnace heating efficiency. The higher the AFUE, the more efficient the furnace.

British Thermal Unit (BTU)

A measurement of heat energy. One Btu is the amount of heat required to raise one pound of water by one degree Fahrenheit. The higher the Btu rating, the greater the heating capacity of the system.

Carbon Monoxide (CO)

Carbon monoxide (sometimes referred to by its chemical abbreviation, CO) is an odorless, colorless, tasteless and poisonous gas that's produced when fuels such as natural gas burn with insufficient air. When carbon monoxide leaks into your home's air, it can lead to serious health problems for your family. Regular maintenance of your home's heating and ventilation system will help ensure it's not a source of a carbon monoxide leak.

Cubic Feet Per Minute (CFM)

Cubic Feet Per Minute (CFM) is a measurement of airflow volume, determined by how many cubic feet of air pass by a stationary point in one minute. Having an accurate estimate of your home's CFM is key to choosing an HVAC system with the right capacity for your space and needs.

Decibel (dB)

A decibel (dB) is a unit used to measure the relative intensity of sound. For example, sound levels in a library are normally about 40 dB, normal conversations range from about 50 to 60 dB, and an operating motorcycle or garbage truck can be as high as 100 dB.

Energy Efficiency Ratio (EER2)

The ratio of cooling capacity to the power input (in watts). The higher the EER rating, the more efficient the air conditioner.

Two-Stage Operation

Provides two levels of heating or cooling output for enhanced temperature control, energy efficiency and indoor air quality.

Variable Speed Motor

A motor that operates at a wide range of speeds to precisely control the distribution of heated and cooled air throughout the home.

Heating Seasonal Performance Factor (HSPF)

The heating efficiency rating for heat pumps. The higher the rating, the more efficient the heat pump.

HVAC Zoning System

An HVAC zoning system (also referred to as "zoned HVAC") is a heating and cooling system that uses dampers in the ductwork to regulate and redirect air to specific areas of the home. This allows for the creation of customized temperature zones throughout the home for increased comfort and efficiency.

MERV Rating

The Minimum Efficiency Reporting Value (MERV) rating is used to rank the efficiency of air filters. Every air filter has holes that allow air and particles to pass through. The smaller the holes, the fewer particles that can pass through. Higher MERV ratings indicate smaller holes, and therefore a more efficient filter.

Programmable Thermostat

A programmable thermostat is a thermostat with the ability to adjust home heating and cooling equipment according to a pre-set schedule. For instance, a programmable thermostat could be set to maintain a home temperature of 72 degrees throughout the day, and 65 degrees from 11:00 p.m. to 7:00 a.m. every night.

R-22 Refrigerant

The old standard for residential air conditioners, has been phased out by the U.S. EPA. If your HVAC system was installed prior to 2010, it likely uses R-22 refrigerant. Contact us for more information or to get a quote on a new unit.

R-410A Refrigerant

A chlorine-free refrigerant that meets the U.S. EPA's newest, most stringent environmental guidelines.

Refrigerant Lines – Lineset

Two copper lines that connect the outdoor air conditioner or heat pump to the indoor evaporator coil.

Seasonal Energy Efficiency Ratio (SEER2)

Seasonal Energy Efficiency Ratio (SEER) is an energy efficiency rating for air conditioners. The higher the SEER, the more efficient the unit.

Time Delay Relay (TDR)

Protects the system against short cycling of the compressor from power interruption, and thermostat problems (due to vibrations, door slamming, or quick "putzing" adjustments by the user). The time delay relay is usually set for a 5 minute delay after the last time the compressor was energized.

Ton

Unit of measurement for determining cooling capacity. One ton equals 12,000 Btuh.

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



CarolinaComfortAir.com

(919) 879-2106