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12999 386th Ave, Suite 2
Aberdeen, SD 57401
605-225-9822

HOMEOWNER NEWSLETTER

News & Information For The Customers Of Climate Control

A message to our clients:

In the Spring of 2011, we had the privilege of servicing the needs of Ralph's clients. For those of you that have called in and allowed us to do the service that Ralph's did, we thank you.

If you were previously a Ralph's Heating and Air Conditioning client and have not yet needed your equipment serviced, we hope that you will allow us the opportunity to provide our services for you when the time comes.

Your Comfort is our Specialty and we look forward to providing all of our clients with exceptional service.

**For prompt courteous service call
605-225-9822**

At Climate Control we strive to provide the best products and services to our customers at affordable prices. Please contact us for all of your heating and cooling needs. We are happy to help with installation, maintenance and repairs.



Company FAQs

We get asked a wide range of questions from our customers. People don't always know what we can do for them, what our policies are, where to save money, etc. In this newsletter, we thought we would include a few of the most common ones...

How much will a repair cost?

People want a price over the phone. We understand. However, we really can't say until we take a look at your home. Some people can give us exact details over the phone. Others describe one problem and when we arrive, we discover something else entirely. Even when the problem is correctly described, it may only be a symptom of another problem. For a doctor, prescription without diagnosis is malpractice. That's true for us as well.

Will you match another company's price?

At Climate Control we realize that some competitors promote the lowest price. We are more interested in offering a fair price. Look, we're professionals offering a professional service, not some fly-by-night. We plan on being around for a long time. To do that, we need to guarantee our work. We do. We can never cut corners. We don't. We use high quality parts and supplies that last. We treat our customers like members of our family. To reduce a price, we have to take something out of



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the job. Possibly, we can do this by reducing the efficiency levels or eliminating an accessory item, but we refuse to compromise on quality or service.

What if the work takes longer than expected?

No worries. We guarantee all of our prices before work begins. We use an up-front pricing system and will not tack on any surprise fees for overtime or extra manpower.

Can you come on the weekend?

Yes, we always have a technician on call. We realize many of our customers work on weekdays and we want to make our services available to them as well. And don't worry – Just like we don't believe in charging based on the amount of time a job takes, we also don't charge more on weekends or outside of standard work hours when you are a Service and Maintenance Agreement client. Call us for all the benefits of being an SMA client.

What's the single best thing you can do to help me reduce my impact on the environment?

We recommend a comfort system tune-up and cleaning twice a year, during the heating & cooling seasons, to ensure your system is prepared for months with extreme highs or lows in temperature. Regular tune-ups will extend the life of your equipment and improve efficiency, reducing run time and waste. Not to mention, reduce the chance of inconvenient failures.

Tune-ups are universal. Everyone needs them every year. Other recommendations will vary based on your home and situation. If you plan on staying in your house for years, it might make sense to renovate your duct system, replace your cooling system, or replace your heating system. We have many options available to increase the comfort in your home.



FOOD FOR THOUGHT

Baked Pork Chops & Asparagus with Gremolata Sauce

COST:
Per Recipe: \$10.52
Per Serving: \$1.76

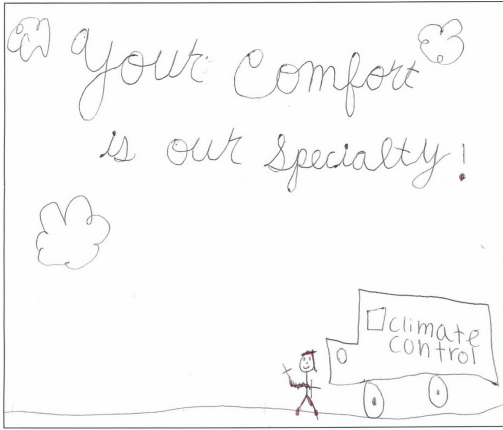
Baked Pork Chops & Asparagus with Gremolata Sauce
Yield: 6 servings

Ingredients

- 6 pork chops, lean center-cut, 1/2-in thick
- 1 medium thinly sliced onion
- 1/2 cup chopped green pepper
- 1/2 cup chopped red pepper
- 1/8 cup chopped black pepper
- 1/4 tbs salt
- 2 lb asparagus, washed and trimmed
- 2 tbs margarine or butter
- 2 tbs grated lemon peel
- 1 large garlic clove minced
- 2 tablespoons fresh lemon juice

Instructions:

1. Preheat oven to 375°
2. Trim fat from pork chops. Place chops in a 13x9in baking pan.
3. Spread onion and peppers on top of chops. Sprinkle with pepper and salt. Refrigerate for 1 hour.
4. Cover pan and bake 30min.
5. Uncover, turn chops, and continue baking for an additional 15min or until no pink remains.
6. Cook asparagus in a large pot of boiling water until tender, 4min.
7. Drain; rinse with cold water to cool quickly, and drain again.
8. Pat dry; wrap in a paper towel and then plastic wrap and refrigerate.
9. Melt margarine in a heavy large skillet over medium-high heat.
10. Add lemon peel and garlic and stir for 30 seconds. Add lemon peel and toss to coat.
11. Sprinkle with lemon juice. Sauté until asparagus is heated through and coated with Gremolata sauce, about 3min.
12. Transfer to platter. Sprinkle with parsley and serve.



Ruth Hulscher
2nd Grade



Bella Brewer
1st Grade



Riley Albert
1st Grade

Are there other ways you can help me be more comfortable each month?

Installing a programmable thermostat can help you better regulate the temperature in your home when you aren't at home or are asleep. Turning the thermostat up or down just a few degrees can help immensely with comfort. A programmable thermostat and zone control system automates the process.

Can you fix X?

At Climate Control we offer a large assortment of home comfort services. We can install, service, repair, or replace humidifiers, dehumidifiers, air purification systems, air filters, air cleaners, carbon monoxide detectors, everything related to your ducts, attic ventilation, air conditioners, heat pumps, furnaces, boilers, hydronic heating, radiant heating, energy recovery ventilators, heat recovery ventilators, thermostats, zoning systems, garage heaters, standby generators, solar panels, and more.

What is happening with refrigerant?

The base refrigerant for residential air conditioning systems has been R-22. This is being phased out due to its purported impact on the ozone layer. As a result, it's getting very expensive. The replacement refrigerant is R-410a. It's a good refrigerant, but is not compatible with R-22 and operates at a much higher pressure. It requires an entire new air conditioning system in your home. These systems cost more, but are much more efficient than past systems so you will see a savings on your utility bills each month.

HOMEOWNER NEWSLETTER

Homeowner Newsletter is a quarterly publication of *Climate Control*. It is provided to our customers free of charge. We welcome your suggestions and ideas.

Contact us at:

Climate Control
12999 386th Ave, Suite 2
Aberdeen, SD 57401
605-225-9822
info@climatecontrolprofessionals.com
www.climatecontrolprofessionals.com

We can help you to prioritize. Climate Control is always ready to help with all of your heating and cooling needs.





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WIN A \$100 GIFT CARD!

Complete and return for a chance to win a \$100 gift card. If you correctly answer the three questions below, we'll enter you in a drawing for a \$100 gift card. Second prize will be a \$50 gift card. All entries must be received by 4/7/2012. Mail to: Climate Control, 12999 386th Ave, Suite 2, Aberdeen, SD 57401 or scan and email to info@climatecontrolprofessionals.com

1. TRUE/FALSE — We offer pricing over the phone.
2. Base refrigerant for air conditioning systems used to be _____. The replacement is _____.
3. TRUE/FALSE — Our prices are based on the amount of time the job takes.

Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____ Best Time: _____
 Email: _____

Please Contact Me About:

- | | |
|---|--|
| <input type="checkbox"/> Increasing comfort in my house | <input type="checkbox"/> Lowering my electric bill |
| <input type="checkbox"/> Heat/Cool system maintenance | <input type="checkbox"/> Improving indoor air quality |
| | <input type="checkbox"/> Upgrading heating/cooling equipment |



Climate Control
605-225-9822

www.climatecontrolprofessionals.com



Q: Can bees fly in the rain?
 A: Not without their little yellow jackets!

Q: Can February March?
 A: No, but April May.

Q: Why did the man throw the butter out of the window?
 A: To see a butterfly.

Q: Why did the man put the clock in the safe?
 A: To save time.