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Thake services:

- ◆ Propane, Electric, Wood Furnaces & Fireplaces
- ◆ Central & Ductless Air Conditioners
- ◆ Geothermal Heat Pumps
- ◆ Cold Weather Air Source Heat Pumps
- ◆ Automatic Standby Generators
- ◆ 24 Hour Service

Prepare for Outages and Bad Weather

It's winter. It's Canada. Let's be prepared! We've had record setting temperatures and wind chills. Still, there are some simple tasks you can do to help prevent equipment failure and NO HEAT service calls. First, if you have propane—

Check your Propane Tank

Level. Look at the gauge on the top of the tank. Check it weekly until you have an idea how fast it moves. Call for a fill up whenever your gauge falls below 20%. Don't let it get lower in very cold weather.

Smell Propane? First, check the propane level. If it's below 10% you may smell gas. If it's empty, you'll most always smell propane. It smells like rotten eggs. But, if your gauge is above 10% and you smell gas, call for service!

Heater Checklist. Keep a checklist near the unit. If you have a power outage or empty propane tank, everyone has access

to the instructions. Most new units will restart themselves. But a list telling what to expect will help them know if it will self-start or they need to call for service.

Check for Snow Buildup. Keep the snow from piling around any vents, heat pump units, and generators.

Use our Comfort Club Maintenance Plans. You will reduce emergency calls with regular maintenance. We have proof! You'll also improve the efficiency of your system. As a bonus to our Club Members, we will look after any warranty issues. And you do NOT pay any extra for after hours or holiday service.

Have a Back-up Heat Source.

Consider small electric plug-in heaters if the propane runs out. Power failure? Think about a fireplace or wood stove – even if you only have it for emergencies. The greater variety of

heat sources—electric, propane, wood—the more protection you have.

Temperature Alarm. For those with alarms, set it only a few degrees below your lowest setting. If you set it too low, we may not be able to respond, assess, and then fix the problem before damage has been done. On a cold clear day, a low-set thermostat/ alarm system in the sunny upstairs, may not warn you before the dark cooler basement has frozen up.

Watch Your House. Don't leave your house unattended during extreme weather. We've seen all the glitches that can occur in freezing temperatures: frozen regulators, propane delivery issues, power outages. Have someone check your house daily.

Take Care. Call us if you need us.

Cindy & Chris Dopson
613-273-2062

Save on Humidifiers

When air is dry, it takes moisture from your:

- **Skin**-feels dry and itchy
- **Wood floors and furniture**- they shrink and crack
- **House plants**- wither
- **Doors and wood trim**- they warp and don't close right

- **Pianos, guitars, other musical instruments**- get out of tune
- **Carpets**-creating static electricity

A humidifier adds back that

comfort and preserves your wood and instruments. It also **saves you energy.** Moist air feels warmer, so you can turn down your thermostat and still



feel warm.

Call us for a humidifier that's perfect for your home and lifestyle. 613-273-2062

Get a Jump on Spring with AC Servicing

Think past the snow on the ground to warmer weather. Be first in line to get your AC unit serviced. Here are 7 reasons to start now.

1. Attention. Your experts have time to give you the attention you deserve. There is low demand for AC servicing now and they are available to help.

2. Ready. You'll be ready when hot weather comes and your neighbors are scrambling with AC problems. Don't get stuck in the summer heat without air conditioning.

3. Avoid Repairs. Our skilled technicians can detect small problems before they become big. Avoid costly repairs down the road by fixing the small things now.

4. More Life. Servicing your AC unit extends the life of your air conditioner. You'll save money as your current AC runs smoothly for years.

5. Smoother Running. Careful cleaning and servicing helps your AC run smoother and more efficiently. It may be quieter so you are not bothered by screeches or noise.

6. Energy Savings. A properly tuned AC uses less energy. Lower your power bills with this simple service call.

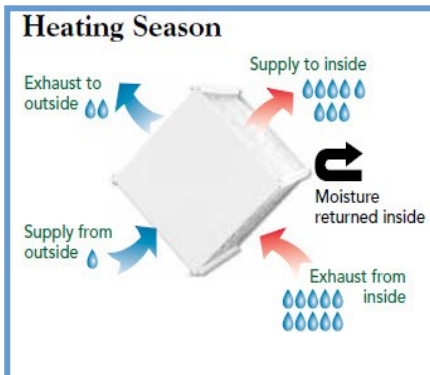
7. Healthy Air. Clean your ducts, vents, and AC filters to purify your air. Get rid of dirt, dander, germs, and pet hair with a thorough ductwork cleaning. Breathe easier.

When the snow melts, call us and get started. You'll be ahead of the game. Write it on your calendar now.

613-273-2062



Schedule your AC serving now for a cool summer.



HRV & ERV Increase Your Home's Comfort

Today's tighter homes need fresh air. Stale indoor air holds humidity, dust, smells, and pollutants.

Eliminate stale air with an energy efficient Heat Recovery Ventilator (HRV) or Energy Recovery Ventilator (ERV).

They balance your home—so you don't have cold air pushing in or warm air trying to escape. They freshen up every part of your home.

It works as the recovery system transfers the heat from inside to the fresh outside air—before it lets it into the house.

Keep your home as comfortable as you choose. Your HRVs or ERVs also balances indoor humidity. It either adds moisture from outside or blocks it from coming in. It works in all seasons to save energy and keep you comfortable.

ASK DOT! How Can I Be Sure I'm Green?

Dear Dot: How can I know if a product is really "Green?" Sometimes companies "greenwash." —The products just look energy efficient. Signed: Energy Saver Emily

Dear Energy Saver Emily-

Canada has several environmental labels to help you with your decisions. **EnerGuide** shows the energy the product uses each year. That way you can decide between brands and models. Here are some other labels to guide you.

- **EcoLogoM** mark identifies green goods and services. Only the top 20% qualify to be certified.
- **ENERGY STAR** shows the top products proven to be energy efficient.
- **Green Seal** certifies a wide range of goods that are environmentally healthy.
- **Built Green Canada and Green Seal homes** certify homes and homebuilders that meet energy, and resource efficient, and environmental standards.

Congratulations for Going Green and good luck as you search the best products.

♥♥♥♥♥♥♥♥♥♥♥♥♥♥♥♥
 ♥ "It IS a good morning
 ♥ too..... warm
 ♥ house! The boiler is
 ♥ running as it should.
 ♥ Many, many thanks
 ♥ for working so hard
 ♥ to fix things. Much
 ♥ appreciated. Please
 ♥ pass our thanks to
 ♥ all."
 ♥ — Mavis and Colin
 ♥♥♥♥♥♥♥♥♥♥♥♥♥♥♥♥

Five Keys to the Best HVAC Professionals

We know you have many choices in your heating and air conditioning needs. To assure yourself you are working with the best choice for you, consider these keys.

- 1. **Comments and Reviews.** What do other people say about the company you're considering? Have they had good results? Are they pleased with the service, care and support they've gotten from the company? Check their website for customer comments.
- 2. **Experience.** Does your heating and air conditioning company have experience in the brand of unit you own? Are the technicians up to date on training for different kinds of systems? Do you feel a sense of confidence when they come out?
- 3. **Strength.** Companies that have been around a while offer security and dependability. You know they will be there when you need them.
- 4. **Distance.** A company closer to you may be able to fix your emergency faster. Look for companies located close to home.

5. Cost. Working with a cheap company can sometimes cost you more in the long run. Does your company have fair prices? Can you get free estimates so you can plan your costs? Does the company offer specials to save you money?

Our company offers you the best in all these areas. If you have any questions, please feel free to call us today! Tel: 613-273-2062

Want to Go Green... but Not Sure How?

With risks to the environment increasing, many homeowners want to do their part. You may have already moved to more efficient heating and cooling units. Perhaps you're driving less.

When done right, going green can be a savings for both the planet and the homeowner. Here is one surprising new development especially for Canadians.

Now there's a high-tech, green way to insulate the one weak area of your house—windows.

Put Sunglasses on Your Window

Krumpers Solar Blinds has see-through shades that block about 90% of the ultra violet, infrared and visible rays of the sun. It's like



putting sunglasses on your windows.

These shades protect your furnishings from fading 8-10 times better than low-E windows alone. So you—and the planet—save on replacement costs.

They reduce glare and offer day-time privacy. You get

more enjoyable use from your home.

Save Money, Add Comfort

But they don't just save you energy, comfort, and money in warm seasons. In winter, owners reverse the blinds. Then they trap the warm air in the home to reduce heat loss by up to 48%.

These special shades also become passive solar collectors. A 4'x4' window in direct sun will create 2096 BTU's an hour of free heat.

Go Green!

See how you can contribute to green:

- Passive solar heat in winter
- Thermal barrier and reflector in summer
- See through shades to enjoy nature
- Reduce energy costs up to 41%
- Krumpers constructs their shades in an environmentally sound manner.

To learn more about Krumpers Solar Blinds or order your custom blinds call Cindy or Chris at 613-273-2062 for **your special discount code.**

Thake Home Comfort Centre

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Stamp Here

Emergency Helps

If there's a storm, power outage or other emergency are you ready? Here are some things to have on hand.

- Freeze alarm calls or sends an e-mail when your house temperature gets too low. This alerts you to power failures, fuel, or equipment problems.
- Battery backup sump pump
- Portable generator and fuel to run it.
- Hand cranked or battery operated radio and lights. Extra batteries. Candles or lanterns. Extra blankets.
- Emergency kit with hand warmers, work gloves, safety goggles, duct tape, first aid supplies
- Food that does not need heating or a small camp stove and fuel for cooking. Bottled water.
- Solar cell phone/tablet charger.



HOME COMFORT CENTRE working hard to guarantee your comfort for over 45 years!

How to Get the Most from Your Technician's Visit

We want to help you have the very best experience you can with our company. We find that when there's teamwork between our technician and you, the homeowner, the very best work gets done.

Here is how you can help us do the best job.

Explain the problem.

Tell us exactly what is wrong. Feel free to use sounds like *screech*, *gluga-gluga* or *chink-chink-chink*. If you can share when it happens, what it sounds like, what's happening and why it's a problem, we can make sure you're satisfied with the solution.

For our part, we'll explain what we see as the malfunction. And we'll tell you exactly what it will take to fix it.

Ask questions.

Here are some questions you may want to ask: Can you think of any other solution



that might work better? What other choices do I have? What will it cost? Do you guarantee your services? How long will it take? Do I need to be home? Do you need to come into the house to work? How will it affect my energy bill?

We are happy to answer your questions. It helps us know exactly what you want and how best to help you. When you understand what's going on, you're a happier customer.

Give us Feedback.

If ever our technician does not perform to your standards, we want to know about it. Were they late or sloppy? We want to fix that.

And when our technicians do a great job, we'd like to know about that, too. We want to reward their good work.

Thank you for partnering with us to make your home warm, cool, and safe.