



Extrordin-Air

the heating & cooling experts

COMPLETE COMFORT GUIDE

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Chapter 1

MY UNIT DOESN'T WORK

Before you call for service, please read the following list of suggestions to make sure your system requires assistance. The following problems are not due to malfunctions of your equipment.

1. Be sure that the main electric power breaker(s) to the equipment is turned on.
2. Make sure your thermostat switch is turned either to the cool or heat position.
3. Make sure your thermostat is set at the desired temperature and the setting is at least 3 degrees higher or lower than the temperature it says the room is.
4. Some systems have a time delay for compressor protection. After turning on the thermostat and setting your desired temperature, allow 10 minutes for the unit to come on and start blowing hot or cold air (depending on the season).

As silly as some of these may seem, you would be surprised at the number of calls we go on where these conditions exist! If none of these suggestions solve your problem, then call our [Extrordin-Air](tel:8882486031) Service Department at: (888) 248-6031

Chapter 2

DO'S & DON'TS OF A/C

1. Do change your filters at least every 30 days. This is the #1 thing you as a homeowner can do to keep your unit running at peak efficiency, save energy dollars and extend the life of your equipment.
2. Do have your unit serviced twice per year by a professional technician from [Extroordin-Air](#). A comprehensive, scientific maintenance inspection is recommended for the cooling season and again for the heating season. This will help prolong the life of your unit as well as keep it running as efficiently as possible. (Saving you energy \$\$\$)
3. Do keep leaves, debris, brush, children and pets away from your ground mounted condensing unit.
4. The best rule is to find your comfort zone and leave the thermostat alone. Don't turn your thermostat off or up more than a few degrees when the outside temperature is above 95 degrees or below 50 degrees. It is impossible for the A/C system to change the temperature of the home and its furnishing several degrees in a matter of a few hours.
5. Don't run your unit with a clogged filter - it wastes energy and can severely damage your unit.
6. Don't turn your thermostat from heat to cool in rapid succession. This may trip the protection devices, and in many units, they must be manually reset. This reset is not covered in any warranty.
7. Don't fence in you're A/C unit, it needs room to breathe. Building a solid wall or fence close to the unit will not only void your warranty, it will effect the efficiency of its performance. Not allowing the unit to breathe can seriously damage many of the components. Additionally, in order to properly maintain it, [Extroordin-Air](#) needs good access to it.

Chapter 3

BALANCING YOUR SYSTEM

(The first paragraph pertains to systems installed by us)

Your unit is started by our **Extrordin-Air** Service Department prior to your move in to make sure it is running at its peak efficiency. At that time, our service representative also performed an air balance. However, not knowing your particular life styles, you may want to change the amount of air directed to a particular part of your home. This can be easily achieved by adjusting the lever on the air registers installed in each room. Turning down airflow to a particular area will increase the airflow to other areas. You may want to experiment with these adjustments until you achieve the even temperature you desire. This adjustment is critical on 2-story homes where you may need to make changes with each change of season. More cooling and air is required upstairs in the hot summer months, while more heat and air is required downstairs in the cool winter months. Air balance is not covered under your warranty. It should also be noted that the east side of your home will pick up heat much faster in the morning, when the sun is on that side, than the west and vice versa in the afternoon. Thus, in the evening there will be some temperature differences noticed from room to room. A 2-4 degree difference is normal and does not require an air balance.

Extrordin-Air offers a “ZONE CONTROL SYSTEM” that can be installed in your existing ductwork. This allows you to control the temperature of certain areas in your home or business, such as upstairs, downstairs or family room, bedroom or front office, back office, etc. Each zone has its own thermostat for temperature control. If you are interested in this system, contact our **Extrordin-Air** office at (888) 248-6031 for a personalized quote.

Keep the sun from adding unnecessary heat to your home by shading the exposed windows. Draw shades and drapery on the east window in the morning and on the west windows in the afternoon. The less heat and moisture there is to overcome, the lower your resulting operating costs become. You may want to re-balance your system after all window coverings are installed. Again, this can be achieved by turning the lever on the air registers. Good window treatments will make a major difference in both your electric bills and level of comfort.

Don't open windows after dark. Night air may seem cool but it is also moisture laden. This will increase the work your system must do the next day, and may actually raise your electric bills.

Your air conditioning unit is designed and sized for your particular home or business. As temperatures rise outdoors, expect your air conditioning unit to run for longer periods of time. During the peak summer afternoon hours, your unit will run most of the time, or maybe even continuously. **THIS IS NORMAL OPERATION!**

Chapter 4

WARRANTY: WHAT'S COVERED & WHAT'S NOT

(This chapter concerns systems installed by us)

Extrordin-Air will cover all labor for 1 year on the heating and cooling system and its components. Workmanship on the system is for 2 years. Your warranty coverage will begin on the start-up date and end on the first anniversary of the start-up. (Enclosed is information on our **Extrordin-Air** EFFORTLESS SERVICE PLAN. This is a maintenance plan that includes 2 pre-scheduled comprehensive scientific maintenance tune-ups each year. See page on **Extrordin-Air** Effortless SERVICE PLAN in this booklet for more information.) The A/C unit is covered by the manufacturer's warranty. Certain components may have a 5-year or 10-year parts warranty, depending upon your model number. Our service policy on heating and cooling systems within the first year warranty, is as follows:

1. Calls after hours will be acknowledged within 2 hours of receiving the message, then the call can be scheduled appropriately.
2. Calls with no cooling in the summer will be addressed within 24 hours. (We may need to order parts).
3. You're air conditioning system was thoroughly checked out at the time of start-up, checking every component for proper operation and efficiency. As mentioned in the "Balancing Your System" section in this booklet, part of the start-up procedure is making sure your system is balanced properly. Due to intense heat, we balance the system for cooling. As seasons change, the registers may need to be re-balanced for the heating season. This is especially true for 2-story homes and is considered owner maintenance which is not covered under your one-year warranty. Registers can be adjusted by the lever located on the side or just inside the register.
4. Condensate (water) leaks are considered an emergency and should be reported immediately. If your air handler or furnace is in the attic, you have an auxiliary drain pan which empties out through a pipe seven feet high on an outside wall. This is a back-up drain should the main drain become clogged. Water draining from the auxiliary drainpipe is also considered an emergency and should be reported. The main condensate drain line is at the same location as the auxiliary except it is located only about a foot off the ground. This is the line the water should be draining from. Water coming from this lower drain is normal.
5. Gas leaks are considered an EMERGENCY and MUST be reported to your gas supplier and **Extrordin-Air** immediately. If you smell gas, turn off all appliances, this includes your telephone and avoid using any type of open flame. Go to a neighbor or nearby office and report the gas odor immediately.
6. **Extrordin-Air** will not be responsible for gas or electric bills due to mechanical problems or failures. As hard as we try, with anything mechanical, problems can develop.

Chapter 5

HOW TO USE YOUR THERMOSTAT

The following steps to setting your thermostat pertain to both cooling and heating.

1. Set your thermostat switch in either the HEAT or COOL position. Set the blower switch in either the ON or AUTO position. If the blower switch is placed in the AUTO position, the fan will cycle on and off automatically when the thermostat calls for heat or cool. When the ON position is selected, the indoor fan will circulate air through your home or business constantly, regardless of whether the heating or cooling unit cycles. Should you have an air cleaner, the ON position is also recommended since it will clean your air 24-hours per day when used in this manner. As a general rule, you will achieve a higher and more even level of comfort if you operate your system with the fan switch in the ON position. UNDER HIGH HUMIDITY CONDITIONS (usually July & August), THE AUTO POSITION ON THE INDOOR FAN IS RECOMMENDED since the ON position will usually raise the humidity level in your home or business.
2. Set the thermostat control indicator at the temperature you prefer. Most people find 77 to 80 degrees in the summer ideal for comfort and economy of operation. SETTING YOUR THERMOSTAT TO A POSITION LOWER THAN YOU ACTUALLY WANT DOES NOT MAKE THE UNIT COOL FASTER. By setting your thermostat at one point and allowing the unit to operate automatically (anytime the temperature exceeds the setting) you will achieve more even temperature and humidity control. Avoid frequent thermostat resetting. Set it at the desired temperature and forget it. To achieve change of temperature automatically when you leave your home or business, or for nighttime difference, we recommend installing a programmable thermostat. This is available through our [Extrordin-Air Service Department](#).
3. Everything is automatic once your selection is made. There are no ductwork changes to make when changing from heat to cool or vice versa. Your system received an air balance at the time of start up. However, you might want some areas of your home or business warmer or cooler. To achieve this, adjust the airflow to a particular room or area by moving the lever on the register either increasing or decreasing air to that area. This is even more critical on 2-story homes where the air will probably need to be balanced every season change. Air balances are not covered under your warranty. There will be a charge for this service after the initial move in.
4. When entertaining a large group of people, lower the thermostat 2 degrees to 4 degrees a few hours before guests arrive. This will help compensate for the outside doors opening frequently and the increased heat from all those guests.
5. Don't turn off the system just because you will be away for a few days. Heat and moisture will build up in the home or business. It takes quite a while to restore comfort but costs relatively little to maintain it.
6. Keep all windows and doors closed when the heating or cooling system is operating.

Chapter 6

EXTRORDIN-AIR EFFORTLESS SERVICE PLAN

The **Extrordin-Air** EFFORTLESS SERVICE PLAN is a comprehensive scientific maintenance plan that keeps your equipment running at peak efficiency. Even if you are covered under your first year warranty, you may want to invest in this program now to supplement your warranty coverage.

The **Extrordin-Air** EFFORTLESS SERVICE PLAN includes the following:

1. Two (2) seasonal comprehensive scientific maintenance tune-ups (one for the cooling season and one for the heating).
2. No diagnostic fee 7:00 a.m. to 6:00 p.m. Monday through Friday.
3. A 20% discount on repairs and accessories you may want to add, such as programmable thermostats and air cleaners.
4. Priority service 24 hours a day.
5. Never pay overtime – this includes nights, weekends and holidays.
6. Five (5) year parts and labor warranty on repairs. This extended warranty is valid as long as you continue to renew your ESP. Should you cancel your ESP, your warranty on prior ESP repairs and future repairs, will return to our standard one (1) year warranty from the date the repair was originally completed.
7. Five percent discount on any new air conditioning or heating units.

This plan is offered for a nominal yearly fee and is renewable at your option each year thereafter.

We have a world class, fully staffed; factory trained **Extrordin-Air** Service Department to handle not only this plan, but also any service you may need. If you would like further information on this plan or any other service need, please call **Extrordin-Air** at (888) 248-6031.

Chapter 7

UPGRADE OPTIONS

Air Cleaners

There are various types of air cleaners available. These include HEPA pleated filter media, electronic, electrostatic and electronically assisted electrostatic. The HEPA pleated filter media requires maintenance only twice per year for most applications. This makes it a popular choice among many of our service plan clients. All of them reduce dusting in your home or office as well as removing harmful allergens from the air you breathe.

Germicidal UV Lamps

Installed in either the return or supply plenum, these lamps put out a special blue light which kills bacteria and viruses instantly. Helpful for people with allergies.

Humidifiers

Adds needed moisture to protect your valuable furnishings.

Setback Thermostat

This automatically raises or lowers the temperature each day or night.

Zone Controls

These are primarily used to improve indoor comfort by allowing you to achieve exact temperature settings in every room of your home or office. They can also be used to keep certain areas of your home or office warmer or cooler than the rest of the home or office.

All the items listed below can be added to your home or office at any time. Prices start at under \$100.00 for these upgrades. Contact us toll free at (888) 248-6031 for a free, no obligation estimate on any of the items above.

Chapter 8

IN CLOSING

Here at [Extrordin-Air](#), our clients are the foundation of our existence. We understand that without you it is impossible to continue to grow and prosper. This is why we constantly strive to improve and adapt our business to the ever-changing needs of our loyal customers.

Exceeding customer expectations is not just a catchy phrase at [Extrordin-Air](#); it's a way of life. We will do everything humanly possible to earn your trust and business now and in the future.

We thank you for the business you have entrusted us with in the past and look forward to a lifetime of continued friendship serving your needs.

If you like us tell your friends; if you don't, let us know why.

Thanks Again,
The Extraordinary Team at [Extrordin-Air](#)

Chapter 9

HOW TO REACH US

State Wide Toll Free : (888) 248-6031

Fax: (623) 580-1160

Web Address: www.extrordinair.com

Email: sales@extrordinair.com