

# WHAT TO EXPECT

My New Central Heating & Air Conditioning System

2017

## Thank You For Considering Our Company

We appreciate your interest in our company and the opportunity to provide you with quality central heating and air conditioning maintenance, repair and installation.

Whether you are building a new home or upgrading to a new, more efficient central heating and air conditioning system for your present home, we can provide you with a comprehensive, accurate quote for your project. Our awesome financing can help you afford your new installation with low monthly payments.

When it comes to service & repairs, our skilled NATE certified technicians have the know how to accurately diagnose and repair your central heating and air conditioning system so that you are comfortable all year long.

At Novell Custom Heating & Air Conditioning Company, we are dedicated to long-term customer satisfaction. Our outstanding record of customer satisfaction is your assurance that the home comfort system installed by our installation team will provide you with a healthy, efficient and comfortable indoor climate.

## We're Local

Your comfort is important to us; Therefore, we maintain a limited service radius around our office. This allows us to respond quickly during peak periods to our local communities. Our ability to offer prompt, knowledgeable, and friendly service are some of the reasons our customers rate us highly.

We service the following cities; Alta Loma, Chino, Chino Hills, Claremont, Covina, Diamond Bar, Etiwanda, Fontana, Glendora, La Verne, Montclair, Ontario, Rancho Cucamonga, San Dimas, Upland, Walnut and West Covina.

*"Mike Novell offered the best package and could give me the best service. Novell Custom's installation team completed the work as promised, and on time. I love my new system"*

—Rob Bell, Claremont

*"Mike Novell was very courteous, responsible and the best contractor we have ever dealt with. We are so happy with our new units. We highly recommend him to everyone we know. His integrity, honesty, and work ethics are exceptional!"*

—Tom Scruggs, Upland

You've seen our trucks around town for years; Our company opened in June of 2000



## Contact Us Today

909-398-1208

novellcustom@gmail.com

novellcustom.com



## Does Your Air Conditioner Look Like This?

Maintenance = Warranty Protection = Comfort/Efficiency = Peace Of Mind

### First Up...Your Free Consultation

Our initial appointment will consist of an assessment of your comfort needs, a discussion about different equipment options, and a quick evaluation of your home.

This is the time to ask questions you may have regarding differences in equipment operation, equipment efficiency, available financing/payment options, available rebates/tax credits, installation procedures, installation time-lines, insurance/liability/credentials, or any other concerns.

After this initial evaluation, we will email your proposal package. This package includes the estimate, equipment brochures, and any other relevant material associated with your installation.

We ask that you make available an email address that we can correspond with you.

**YOU WILL RECEIVE YOUR PROPOSAL PACKAGE WITHIN 1 - 3 WORKING DAYS OF OUR INITIAL MEETING.**

### We Recommend These Licensed Contractors

Some, or all of the following may not have been included in your proposal; Drywall patching, electrical, plumbing, roofing, HERS testing. This is a list of contractors we feel confident referring to help finish your project.

### Air Conditioning Maintenance

We recommend having your air conditioning system serviced in late Spring when temperatures reach the mid 70's. During the off-season, dirt, leaves and debris can often accumulate around the condenser and inside the fan area. Running your air conditioning without the manufacturer's recommended service during the equipment warranty period can void the warranty.

### Furnace Maintenance

A furnace requires periodic maintenance to ensure safety, maximize efficiency, and help minimize heating costs. If your equipment is new, keep in mind that warranties only cover certain functional parts for a specified length of time. Failure to maintain your system per the manufacturer's specifications may void the warranty.

We recommend having your furnace serviced in early Fall, prior to the onset of colder Winter weather. During the off-season dust, spider webs, and debris can accumulate inside the blower compartment, and around the furnace burners. Operating your furnace without cleaning and inspecting the furnace burners and combustion venting could be unsafe for your family.



**WE EMPLOY  
NATE-CERTIFIED  
TECHNICIANS**

Company	Owner	Website	Phone
<b>Plastering By Thomas</b> Plaster/Drywall Patch & Repair	<b>Thomas Messina Jr.</b>	<b>wall-doctor.com</b>	<b>909-984-6161</b>
<b>Bivans Electric Inc.</b> Complete Re-wire & Electrical Panel Up-grades	<b>Mike Bivans</b>	<b>None</b>	<b>909-376-4273</b>
<b>Bruce Allyn Plumbing</b> Re-pipes & Water Heaters	<b>Bruce Allyn</b>	<b>None</b>	<b>909-392-8403</b>
<b>J.D. Roofing</b> Roof Curbs – Roof Repairs & Replacement	<b>John Davis</b>	<b>jdroofingcompany.com</b>	<b>909-392-3904</b>
<b>AHP Testing</b> HERS Verification	<b>Robert Bachus</b>	<b>ahptesting.com</b>	<b>909-851-8648</b>

## Air Ducting Installation

Our installation team will design and install your new air ducting according to the latest industry standards and to local code requirements using Wrightsoft® load calculation software. Our company uses the best materials available. All air ducting systems are designed using a minimum R-6.0 insulated air ducting and in many cases R-8.0 insulated air ducting, depending on individual customer needs. New air ducting installations are installed with a manual dampening system that will give 100% control of airflow to all rooms. After installation has been completed, we will "test out" our work and verify the job meets California's energy code for allowable leakage.

### Is Your Air Ducting Falling Apart?

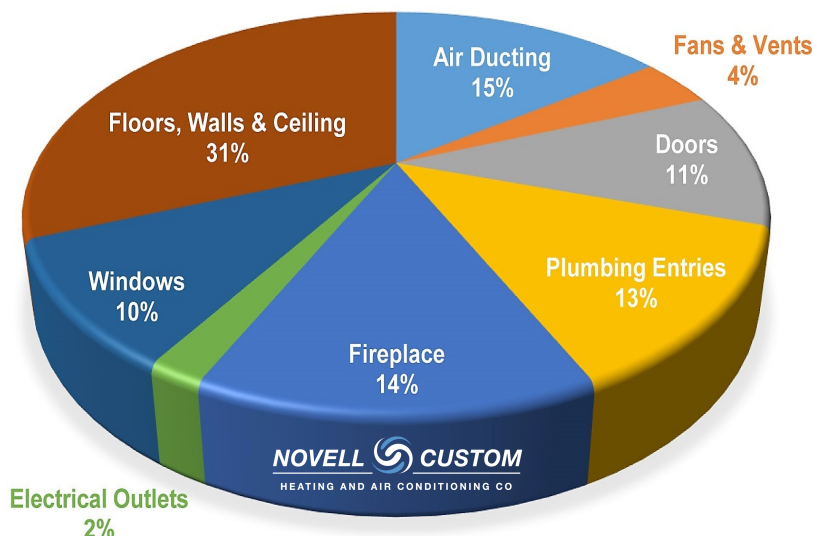


## Air Ducting Sealing & Repair

Studies indicate that in a typical home, approximately 15%-30% of the air that moves through the air ducting is lost due to poor connections, holes, and other common problem leakage areas. The result is higher utility bills and difficulty keeping the house comfortable and dust free, no matter how the thermostat is set.

Novell Custom Heating & Air Conditioning Company will make sure all accessible air ducting is repaired and then sealed, using a non-toxic air ducting sealant. After repairs have been completed, we will "test out" our work and verify the job meets California's energy code for allowable leakage.

## MAJOR SOURCES OF AIR LEAKAGE



## Your Installation Will Proceed As Follows

1. Should you accept our proposal, we will return to perform an in-depth evaluation and drawing of your home in order to complete the Manual "J", "S" & "D". (IF SPECIFIED). This usually takes between 1 - 3 hours depending on the size and complexity of your home.

**A 10% non-refundable deposit is required before any design work is performed.**

2. Register your project with CalCerts (CF-1R Form). This is necessary in order to obtain a mechanical building permit with the local building department. (IF SPECIFIED)
3. Obtain mechanical building permit. (IF SPECIFIED)
4. Complete the installation of the home comfort system as scheduled. **Sometimes unforeseen delays can arise that may be out of our control. Examples are rainy weather, unavailable or damaged equipment.**
5. Commission the new home comfort system according to SCE Residential Quality Installation specifications. (IF SPECIFIED)
6. Commissioning usually takes place within one week of your completed installation. Commissioning takes between 1 - 2 hours, and will be scheduled by the office for a mutually agreeable time. **Sometimes cold or rainy weather conditions can delay final commissioning. Indoor and outdoor temperatures MUST be a minimum of 70° Fahrenheit.**
7. Arrange for 3rd party HERS inspections. (IF SPECIFIED). AHP Testing (HERS Rater) will contact you in order to schedule a mutually agreeable time for testing.
8. City inspections are usually arranged by the home owner/occupant. Novell Custom Heating & Air Conditioning Company does not need to be present for this inspection. In the unlikely event the city inspector requires any changes or additions related to our work, we will return and make said changes or additions at a mutually agreeable time.



## Payment Details

1. Payments are made as follows;
  - A. **10% down payment. This will secure your installation date.**  
*(Non-refundable when Manual "J", "S" & "D" are being provided.)*
  - B. **Progress Payment - 70% payment due upon delivery of equipment.**  
*This is usually the first day of the installation.*
  - C. **Final 20% payment due upon "Substantial Completion".**  
*This is usually the last day of the installation.*
2. An installation is "Substantially Complete" when all equipment has been installed and is operating. Final payment is not contingent upon completed HERS testing, final city inspection or paid rebates.
3. All Inspections/verifications are usually completed within 1 - 3 weeks. Novell Custom Heating & Air Conditioning Company has no control over inspection/verification timelines.
4. We accept all major credit cards, checks & cash. Financing is also available. If you are financing this project, all financing paper work must be completed and approved before any work can begin.  
**Add 2.99% for Credit card purchases.**
5. Please make checks payable to;  
**"Novell Custom Heating & Air Conditioning Company".**

## Additional Information For You

1. Installation department hours are Monday through Friday, 7:00 a.m. - 4:30 p.m.
2. Our installation team will arrive at the job location between 8:00 a.m. - 8:30 a.m. unless otherwise specified.
3. Service Department hours are Monday through Friday 7:00 a.m. - 6:00 p.m. & Saturday 7:00 a.m. - 12:00 p.m.
4. "Drop Cloths", "Shoe Protectors", and various other forms of protection will be used during the course of the installation to protect your home from any damage, dirt or dust that may occur. Our installation team will clean up at the end of each day, **BUT SOME DUST IS UNAVOIDABLE.**
5. Therefore; Please remove any personal items, pictures, indoor furniture, outdoor furniture, or any other property that may be damaged or impede the process/access of the installation.
6. Please secure all pets.

With your permission, we will add you to the Novell Custom Heating & Air Conditioning Company Email List. The email will keep you up to date on any news related to your home comfort system, remind you of preventive maintenance schedules and provide discount coupons for future services.

Novell Custom Heating & Air Conditioning Company would like to **THANK YOU** for your business.  
We look forward to serving you for many years to come.

**FOR YOUR PEACE OF MIND  
& PROTECTION**

**WE ARE LICENSED & INSURED**

**LICENSE NUMBER: 958830**

Class: C-20

Warm-Air Heating, Ventilating &  
Air-Conditioning Contractor.

Expiration Date: 3/31/2017

**WORKER'S COMPENSATION:**

State Compensation Insurance Fund

Expiration Date: 9/1/2017

**GENERAL LIABILITY:**

Colony Insurance

Expiration Date: 8/15/2017

Financing Available OAC

Wells Fargo Financing



**Call Us Today, Sleep Comfortable Tonight**

**Telephone: 909-398-1208**



# Value of Our Installation

The North Carolina Alternative Energy Corporation, a non-profit organization, examined air conditioning manufacturers' efficiencies versus the efficiencies that resulted after installation; they found the following:

Other significant heating & air conditioning comfort & energy related surveys reveal\*

**9 out of 10!**

## Duct Leakage (93%)

- Poor indoor air quality
- Health & safety concerns
- Drafts & uneven temperatures
- May DOUBLE A/C portion of energy bill

**90% of the units tested exhibited some sort of energy-wasting, comfort-robbing problem!**

You Will Be  
In the Top 10%

## Oversizing (47%)

- Doesn't run long enough to wring out moisture
- Air in sunlit & shaded rooms does not mix
- Equipment is typically noisier
- Frequent cycling shortens equipment life
- Costs up to 12% more to operate

## Incorrect Refrigerant Charge (75%)

- Increased failure rate
- Reduced moisture removal
- Equipment is typically Noisier
- Uneven temperatures
- Could add as much as 17% to operating cost

## Incorrect Air Flow (70%)

- Uneven temperatures
- Poor moisture control
- Noisy grilles & registers
- Can add as much as 10% to operating costs




**NOVELL CUSTOM**  
HEATING AND AIR CONDITIONING CO

**Can you see why the installation is so important?**

**9 out of 10 contractors did not perform their job correctly!**

\* Texas A&M University, Louisiana State University & Gulf States Utility, Lakeland Electric & Water, Pacific Gas & Electric, American Council for an Energy Efficient Economy, etc. These studies address at least one problem a poor installation plays on comfort or energy cost. Occurrences have been averaged.

# Comfort Comparison Worksheet

<p>Not all companies are the same. See how they stack up using this simple worksheet.</p>		Contractor #2	Contractor #3
<p>“Approved SCE Installation Contractor” Conduct a heat load analysis to properly size equipment, and utilize the Southern California Edison A/C Quality Installation guidelines.</p>			
<p>“Certified Building Analyst Professionals” Discuss indoor air quality, and offer free advice on indoor air quality solutions.</p>			
<p>“Factory Trained” &amp; “NATE Certified Technicians” Top 10% in the Industry.</p>			
<p>Asked about your comfort concerns.</p>	<p>Yes</p>		
<p>Educated you about your options based on your needs and concerns.</p>	<p>Yes</p>		
<p>Complimentary air balance after installation to insure your comfort.</p>	<p>Yes</p>		
<p>“Best Practices” system commissioning to ensure Quality Installation. You will be in the top 10%.</p>	<p>Yes</p>		
<p><b>In business for more than 17 years.</b> <b>Licensed, bonded, and insured.</b></p>	<p>Yes</p>		
<p>Obtain all necessary permits, providing “peace of mind” the job was done right.</p>	<p>Yes</p>		
<p>Lifetime installation guarantee.</p>	<p>Yes</p>		
<p>100% satisfaction guarantee.</p>	<p>Yes</p>		
<p>Comfort system designed based on your concerns.</p>	<p>Variable Air Flow. Staging Equipment. Wi-Fi Connected Controls. Air Filtration System.</p>		

# HERS RATING EXPLAINED - [hersrater.org](http://hersrater.org)

As of October 1, 2005, you must have your homes air ducts tested for leaks when you have a central air conditioner or furnace installed or replaced. Ducts that leak 15% or more must be repaired to reduce the leaks. After your contractor tests, seals the ducts, and fills out the proper forms, you choose an approved third-party HERS Rater to check and make sure the duct sealing and duct testing was done properly. (**H**ome **E**nergy **R**ating **S**ystem)

## WHAT IS A HERS RATER?

HERS raters are special inspectors certified by the California Energy Commission (CEC) to rate homes in California according to the Home Energy Rating System (HERS). These ratings include field verification and diagnostic testing to determine energy efficiency levels among homes tested for duct efficiency, envelope leakage, refrigerant charge verification, proper air flow across indoor coils and building insulation for compliance with current building efficiency standards. You can locate a HERS rater at [\*\*hersrater.net\*\*](http://hersrater.net)

## WHAT ARE SEALED DUCTS?

The greatest energy use in California homes is for central air conditioning and heating. Most homes with central air conditioning and heating systems have ducts that were never properly sealed. The average home's ducts leak around 30% of the conditioned air outside the home. These leaks are taking money straight out of your pocketbook. Properly sealed ducts will lower your energy bills and reduce pollution inside your home.

Ducts are a system of tubes that distribute conditioned air to rooms throughout a structure. Sealed ducts have properly installed joints and connections to minimize leakage air. Air leaks cannot be seen, and so diagnostic testing verifies leakage. The use of a fog machine in conjunction with a "Duct Blaster" can help to locate them. These leaks can then be addressed by using approved tapes, mastics, and mechanical fasteners.

## WHAT IS A DUCT BLASTER®?

A Duct Blaster® is a tool used to test the air leakage rate of forced air duct systems. The equipment consists of a calibrated fan, vent covers to temporarily seal all the registers, flexible duct to connect the fan to the central return of the duct system and a digital meter to measure fan flow and duct pressure. Duct leakage is measured by pressurizing the duct system and precisely measuring the fan flow and duct pressure. Duct leakage measurements are used to diagnose leakage problems and certify the quality of duct system installation.

Duct sealing is not required in the following situations;

- 1.) When homes are in specific coastal climate zones.
- 2.) When systems have less than 40 feet of ductwork in unconditioned spaces like attics, garages, crawlspaces, basements or outside the building.
- 3.) When ducts are constructed, insulated or sealed with Asbestos.

## REFRIGERANT CHARGE VERIFICATION

As of January 1, 2010, you must have your home air conditioning tested for proper refrigerant charge when you have a central air conditioner or furnace installed or replaced on a system that has central air conditioning. After your contractor installs and charges the air conditioner and fills out the proper forms, you choose an approved third-party HERS Rater to check and make sure the installation and refrigerant charging was done properly by performing a Refrigerant Charge Verification, (RCV).

Refrigerant Charge Verification is not required in the following situations:

- 1.) When homes are in specific coastal climate zones.
- 2.) When the system is a package unit.

# HERS RATING EXPLAINED - [hersrater.org](http://hersrater.org)

As of January 1 2010, there are no longer alternatives for high efficiency equipment and added duct insulation to be installed instead of fixing duct leaks or performing a refrigerant charge verification.

## WHAT IS REFRIGERANT CHARGE VERIFICATION (RCV)?

RCV is a battery of measurements and calculations performed on your A/C system to insure that your system is operating at its peak efficiency and that you are not paying higher utility bills because of an improperly installed or charged system.

First a little background on the issue. The only way to insure that any air conditioning system is properly charged is to follow specific procedures that take into account many variables. These variables can include such things as the temperatures both inside and outside the structure, the refrigerant saturation temperatures at the indoor & outdoor coils, the humidity, total airflow, the configuration of the system and the temperature drop across the coils when running.

Over the years many HVAC contractors have invoked shortcuts due to expediency, ignorance, or apathy. One widely used shortcut is the "beer can cold" method to charging a system. This involves dumping refrigerant into the system until the suction line becomes as cold as a good cold can of beer and presto, you're done.

Let's assume you paid for a 14 SEER system and your contractor is a "beer can cold" kind of guy. In all likelihood you are being left with a system that is (if you are lucky) a 10 SEER system. This means that you will now be paying a much higher utility bill than you should be paying. Yes, your system cools the home but you have no idea that the 14 SEER system you were sold is operating at 10 SEER or lower.

Having an independent third party inspector (a HERS rater) perform the RCV tests on your system after the contractor does his job both insures that the contractor is doing right by you and quantifies that your system is performing at it's peak efficiency. The job is not completed until the system passes the HERS (energy efficiency) tests and the building inspector will not sign off on the job without the HERS Certificate.

The cost is approximately \$350.00, depending on the required CalCerts documentation.