

THE COMFORT JOURNAL

Robbins Heating & Air Conditioning, Inc.

Fall/Winter 2015

As we approach the holiday season and the end of another year it is a time to reflect and take a look at how far we have come. Steve and I started our business in 2003 with a few tools, a truck, and a huge leap of faith. Twelve years later it is hard to believe that two young, hometown kids could make it this far. We definitely could not have made it without the help of our amazing parents.

Steve's parents, Ron and Kathy taught him how to work. And not just work hard, but work smart and get it done right the first time. One of the main reasons we went into business was Steve's frustration with the "old" way of doing business. Steve's parents gave us the belief that it is entirely possible to do it right the first time, and it's something we continually strive for all these years later.

We also would not have survived all these years had it not been for the example of my parents' business ethics and honesty. If you ever meet my parents, Dean and Terry Griffin, you'll admire the integrity and reliability they possess. Their example and support helped us shape the way we run our business. They taught us that being honest and ethical in business saves a lot of time, headache and makes life more fun.

There have been many, many more people who have been influential in our life. We would like to thank all of our friends and family for supporting us. And we cannot even begin to express our gratitude to every one of our incredible customers for their continued support over the years. From the bottom of our hearts, THANK YOU.

Sincerely,

Steve and Michelle Robbins



All team members were very professional. They treated my home like it was their own. We had a complete HVAC system installed. The workmanship was excellent, timely and well coordinated. The job came in on schedule and on budget. Would use them again. Will highly recommend them to all.

-Webb C. -Oct. 2015

As a commercial property manager Robbins Heating and Air is who we call for all our Heating or Cooling needs.

From simple trouble shooting and maintenance to replacement of units and new construction they do it all, and do it well. In the very few times we feel they missed something, or did not do something to our liking they were happy to come back out and explain why they did what they did or fix a mistake.

We are very happy with their level of expertise and their commitment to service.

-David H. -Sept. 2015

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Service Tech Tip: Repair vs. Replace



Usually we have a tip, something you as a homeowner can do but we thought this time it would be beneficial to inform you of our repair vs replace policy. When our service techs go out to work on your equipment, some of the time they will find old equipment that is costly for you to operate, will have expensive repairs, out of date parts, may be hazardous to operate, or a combination. At that point they will recommend a replacement rather than performing a repair with your best interest in mind. This unit (pictures left side) Levi and Walter found to be in this condition. The repairs were going to be extensive and may not have been a permanent fix.



Levi Harris, Comfort Specialist

this multiple times, and rather than have the customer spend a lot of money on repair bills they can put that money towards a new unit."

What benefits do customers gain with a new unit?

"Everyone wants things to work like they should and be worry free. With a new unit comes a good warranty, ten year parts from Coleman and can be extended to a ten year parts AND labor because we are a dealer for Coleman. New units are also a lot more efficient than units that are 10 years or older. They can yield some good energy savings."

"I am a service tech and enjoy fixing things, but I really do have your best interest in mind in the cases I recommend a replacement."

How does a new unit benefit customers?

"They don't waste their money trying to repair an old unit. Just like an old car, heating and cooling units can start to have a lot of parts go bad, so one repair may solve an issue now but down the road there could be many more. I have seen

Meet our Team: Cody Moon, Comfort Specialist

Favorite hometown memory: Every year we would go to the parade, car show, carnival, swimming, and the rodeo for the 24th of July celebration. It was always a big deal and a lot of fun for my family and friends.

Someone you're most proud of: A couple people come to mind.

First, I'm proud of my dad for spending his life teaching me to be the best I can and a respectable husband through his example.

Second, my daughter

Breklyn .She is so smart and full of love. She is just like her dad, always trying to help others.

His best skill: I have great people skills. I am able to connect and understand people so I can help them better. I'm a quick learner and willing to learn just about anything.

Something few people know: I recently came to Robbins. I graduated with honors at the top of my nursing class as a distinguished scholar.



Cody Moon

Comfort for the Kitchen: Thin



This recipe is simple but so good! It's for those that don't like their pancakes heavy and like sponges.

2 eggs

1 cup milk

3 tablespoons butter

1 teaspoon baking powder

3/4 cup flour

1/2 teaspoon salt (optional)

DIRECTIONS

Melt the butter and add the eggs and milk.

Mix well.

Add baking powder, flour (and salt). Mix well.

Pour enough out to make a pancake about 3" across onto a hot, oiled griddle, but the amount you pour out really depends on how big you want the pancakes to be.

<http://www.food.com/recipe/thin-pancakes-10273>

Accessories: Health and Comfort

A lot of our accessories are meant to help increase your indoor air quality. We are always on people about, change your filter! Not only because it's good for your equipment, but it's good for you. Without filtration, dust can get to your AC coil, then as condensate builds up it can cause mold and intern blow all over the house.



Indoor air quality or IAQ is defined by the EPA as "A term referring to the air-quality within and around buildings and structures, especially as it relates to the health and comfort of building occupants." This applies to everyone differently, one person may suffer from pet dander allergies while others in the home may not. Patrick Holleran, President of Field Controls, LLC defines it simply as, "air that is fresh, clean, and pure."

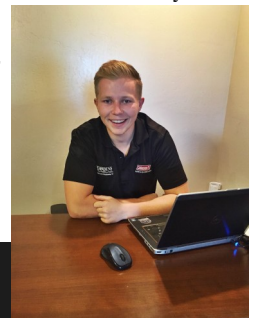


"90% of our time is spent indoors and indoor air can be 2 to 5 times more polluted than the worst outdoor air." In extreme cases heart and lung problems can be linked to IAQ. In most cases it's allergies, asthma, etc.



Our accessories offer not only comfort but safety. Humidifiers to help during dry winter months. UV bulbs to eliminate allergies, mold, odors, etc. Electronic air cleaners will remove 84% of smoke and small bacteria, 93% of bacteria and small spores, and 96% of pollen and spores. It also effectively removes much dust and dander. ERV (Energy recovery ventilator) for fresh air ventilation. Helping to remove stale polluted indoor air and efficiently bring in fresh air. As a company we are happy to educate and inform you further on these accessories and give you our honest evaluation of what you

need in your home. Feel free to ask us about any of these, we strive to make your home a more comfortable and healthy place to live!



Pictures top to bottom: APCO Air Purifier, Honeywell F300, A recent job of installed accessories

MERRY CHRISTMAS from our
work family to yours!



Sincerely, The Robbins Heating & Air Conditioning Team

Contact Us

Give us a call for more information about our services and products

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Merry Christmas! To show our appreciation, let us help upgrade your system! Sign up or renew for a Silver or Gold Valued Customer Plan and receive double tax bucks! Good for new equipment and accessories.

Offer ends 12/31/2015. One coupon per customer please.

