

THE COMFORT JOURNAL

Robbins Heating & Air Conditioning, Inc.

Spring/Summer 2016

Lucky Number Thirteen!

2016 marks thirteen years of business for us. 13! We have learned and grown so much over the years and we are so grateful for how far we've come. Take our first truck for example. We saved for months to buy a used truck at auction, put stickers on the doors and we were in business! Thirteen years later we have run that truck well over 260,000 miles and even shed a tear when we retired it. We were so proud of that truck! It meant a lot to us.



We now have several fleet vehicles running the roads with amazing team members at the wheel. With all of our accomplishments and



growth, Steve and I felt like it was time to update our look! We worked with our Comfort Advisor, Richard and through the help of Ram Studio Signs here in Farm-

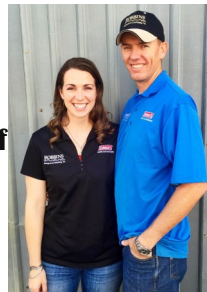
ington we have come up with a look that we are so excited to reveal!

We can't wait to hear your feedback and comments when you see our updated look, logo and new fleet driving the roads.

Here's to the past thirteen years and the potential of many more to come!

-Steve and Michelle Robbins

A message from the owners.



Customer Service, Quality, Offerings, Timeliness Awesome service! Very impressed with Richard's professionalism and knowledge. Nice work.
- Brandon R. - March 2016

Levi was right on time. He was upfront about the cost and quick, efficient, and clean! He took his shoes off before coming inside.
- J. Murray. - January 2016

After many years of nothing but trouble with a brand new heater we purchased (from a different place) Robbins has been the only place that has actually fixed the problem and called several times after to make sure that their work has been up to par! You don't know the relief! Thank you so much Robbins!!
- Danette V. - December 2015

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Service Tech Tip: New Kid on the Block

What do you enjoy about being a technician?



"I love making customer's days a little better. Either from doing a simple service inspection and a tune up, or repairing a unit. It's not a good feeling to be without heat in your own home and being able to give back that peace of mind means a lot."

I also have to brag on Cody a little, I've worked around him and he has a good strong mind. He has picked this up quickly in the short time he has been here. Cody has been thoroughly trained and has really applied himself to learning the trade.

What are some of the challenges you face in this industry?

Cody says, "Not having seen all the units that are out there, especially the older ones make things difficult sometimes." Think about it like a car. All cars have an engine, transmission, computer, wheels, brakes, steering wheel, gas pedal, etc. Every car can offer you different features and operate differently to provide you with those. Some are gas savers, others have a lot of power, some are able to use different fuel types but they all have the same basic make up. Same with HVAC units. All have the things that make them "go", however the way they are assembled and operate can range widely from each manufacturer. Just like any good mechanic, "The knowledge will come with time," he says.

What tips or advice would you give homeowners from what you've seen?

"Maintain your systems! If it's dirty, clean it! Change your filters often, treat it nicely, and most of all call us for a service inspection or sign up for our maintenance program. Just like your car, let us do the oil change on your heating and cooling system. You will never regret having your system inspected regularly, we can keep operating and repair costs to a minimum, "It's crucial if it's going to operate efficiently and properly."

Meet our Team: Drew Antonini; Service Manager

Favorite hometown

memory: Growing up in the mountains of Colorado. Summers would consist of exploring the woods and hunting with my dad.

Someone you're most

proud of: My wife. Her ability to take care of our family on a daily basis.

His best skill: People

skills, such as communicating and in general working and getting along with people.

Something few people

know: I have written poetry that has been published.



Drew Antonini

Comfort for the Kitchen: Southern Biscuits



INGREDIENTS

2 cups flour
4 teaspoons baking powder
1/4 teaspoon baking soda
3/4 teaspoon salt
2 tablespoons butter
2 tablespoons shortening
1 cup buttermilk, chilled

DIRECTIONS

Preheat oven to 450 degrees F.

In a large mixing bowl, combine flour, baking powder, baking soda, and salt. Using your fingertips, rub butter and shortening into dry ingredients until mixture looks like crumbs. (The faster the better, you don't want the fats to melt.)

Make a well in the center and pour in the chilled buttermilk. Stir just until the dough comes together. The dough will be very sticky.

Turn dough onto floured surface, dust top with flour and gently fold dough over on itself 5 or 6 times. Press into a 1-inch thick round. Cut out biscuits with a 2-inch cutter, being sure to push straight down through the dough. Place biscuits on baking sheet so that they just touch. Reform scrap dough, working it as little as possible and continue cutting. (Biscuits from the second pass will not be quite as light as those from the first, but hey, that's life.)

Bake until biscuits are tall and light gold on top, 15 to 20 minutes.

Read more at: <http://www.foodnetwork.com/recipes/alton-brown/southern-biscuits-recipe2.html?oc=linkback>

FAQ; Duct Work

Day to day I'm in a lot of different homes. Big, small, old, new, basements, single and two stories, and so on. Whatever the type of home I get asked a lot of different questions. I thought I would address a couple of these because maybe you've asked them and if you haven't they are worth considering.

What shape is my duct work in? What role does that play in my heating and cooling system?

If your registers have air coming out, the duct is at least in tact, but that's not to say there's no issues. Duct work can be leaking through holes or gaps but still be getting air into the home. If there is no air flow that's a red flag.



Above: Poorly installed flex duct.
Below: Metal duct installed by us.

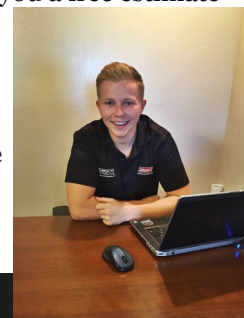


Mostly there are two types of duct, flexible duct and metal duct. Metal duct is always best! If you don't have it I would recommend looking into it. It's durable, more efficient, and easier on your heating or cooling unit. Air takes the path of least resistance and what you get with flex duct is a lot of restriction and resistance because it's not smooth. This causes turbulence and more effort to get the air into the home, giving the warm air a chance to cool down or cool air to warm up, causing the unit to run longer. With metal duct air is delivered into the home quicker and with less resistance.

What that means for you is more warmer or cooler air into the home, shorter run times for your unit, and less energy used to run that unit. <https://goo.gl/AakQHP>. I found this video online and I 100% agree with it. This is exactly how we run our duct systems and your home doesn't always have to be "down to the studs" to do this. Metal duct is more durable. Like we see in the video, poorly installed flex can be smashed, pinched, and is subject to tears, rips, and even decay over time. No one wants to pay to heat or cool their attic or crawlspace. In short, I've seen 60 year old houses with metal duct still perfectly in tact and 5-10 year old houses with flex duct that is falling apart and has never worked efficiently.

To do your own duct inspection, figure out whether your duct is in the attic or the crawlspace. Once located, go around and check the joints of the duct, make sure it's secured and sealed. Look for duct that's falling down, has came apart or is uninsulated. Or call me and I can give you a free estimate and am willing to do the dirty work for you!

Duct work has everything to do with your comfort that's why I take the time to do a duct inspection at each customers home. Even the best system can't make up for poor duct work. Thanks to those that have had me in your home! Stay tuned for more frequently asked questions. Happy Spring!



Watch for our New Look!



**Ask About our Rebates and Financing! Up to
\$1375 off and 18 months same as cash.**

Contact Us

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

Robbins Heating & Air Conditioning, Inc.

1001 Farmington Ave. Farmington, NM 87401

(505) 564-2746

sales@robbinshvaconline.com

Robbins Heating & Air Conditioning, Inc.
1001 Farmington Ave.
Farmington, NM 87401

Happy Spring!