

# WATCHDOG REPORT



Spring 2022

## MESSAGE FROM OUR CEO

### ***Your Companion for Consistent Comfort***



These past few years have been anything but predictable. Between keeping up with changing CDC guidelines, finding new and creative ways to spend time with friends, families and loved ones, and supply shortages affecting many different industries (including ours), we could all use a little consistency – and that's what we're here for! Woodfin - Your Home Team continues to deliver reliable home comfort solutions to provide a little bit of 'normal' in a time when many things are anything but.

The biggest obstacle we face during this season is the extreme changes in the weather – luckily, as you've already come to know, our expansive knowledge and experience when it comes to home comfort equipment helps guarantee your normal level of comfort! Read more about some of the benefits of upgrading your heating and cooling equipment (page 3) and take a look behind the scenes of a tune-up to better understand how we keep your heating and cooling system operating efficiently (page 2).

All of your household amenities, including your comfort equipment, rely on your electrical system to operate normally, so let us help with that, too. Check out the article (page 5) to learn about any signs your electrical system may need some attention, and also consider purchasing a whole-home standby generator for protection during a blackout (page 5).

That's not all you'll find in this newsletter, so we hope you'll enjoy reading all about our company's products, services and specials that we always make readily available for our customers.

Have a wonderful spring!

Sincerely,

*Jack Woodfin*

Jack Woodfin



# Behind the Scenes of a Heat Pump Tune-Up

We're always talking about how important tune-ups are, and you likely already know that during these tune-ups our expert technicians are thoroughly checking your home heating and cooling equipment to ensure it is safe to use and ready for the season.



**But have you ever wondered about the steps we take while performing these tune-ups? Just for fun, take a look at what's involved in our 15-Point Precision Heat Pump Tune-Up and System Evaluation:**

1. Install gauges and check operating pressure and temperatures
2. Measure superheat and fine-tune the refrigerant charge
3. Check refrigerant connections and search for major leaks
4. Chemically clean the condenser coil (if needed)
5. Inspect, start and run capacitors for bulges, rusting or leaks
6. Safety test all controls and relays for proper operation
7. Lubricate all motors and moving parts as required
8. Test operation and condition of compressor contacts and supplemental electric heaters and sequencers
9. Inspect and safety test all wiring and connections
10. Check voltage and amperage of motors; test for worn bearings
11. Evaluate air filter condition; clean or replace with customer-supplied filters
12. Inspect tension and condition of blower belts; adjust; lower speed, if necessary, on direct drive blowers
13. Test defrost initiation mode and reversing valve for proper operation
14. Flush condensate drain to protect against overflow and clean and adjust thermostat if needed; make sure equipment is operating from the thermostat
15. Inspect condition of evaporator coil and drain pan if accessible.

This is how we do our due diligence when it comes to keeping your comfort system in tip-top shape! Remember to keep all of your home comfort systems running with regular tune-ups from Your Home Team!



WOODFIN  
PLUMBING



## Hot Water When You Need It

Every energy dollar counts and conserving energy is crucial to maintaining a healthy and comfortable home, planet and bank account. A great place to begin making changes in the name of energy conservation is with your water heating system. Is your home using a tank water heater? If so, you could eliminate wasted energy by upgrading to a modern tankless water heater!

### Here are some advantages of a natural gas or propane tankless water heater:

- This style of water heater is compact in size, taking up less space than conventional tank type water heaters.
- They virtually eliminate standby losses – energy wasted when heated water cools down in long pipe runs or while it's sitting in the storage tank.
- By providing hot water immediately, tankless water heaters waste less water. You don't need to let the water run as you wait for hot water to reach you.
- A tankless water heater can provide unlimited hot water as long as it is operating within its capacity.
- The expected life of tankless water heaters is 20 years, compared to 10 or 15 years for tank type water heaters

In short, a tankless water heater's longer lifespan will save you on replacement costs. Additionally, tankless water heaters can cut down on your water usage and reduce energy costs by 10-15% by eliminating standby loss from the tank and hot water piping.

At Woodfin, we proudly work with today's top tankless water heating system manufacturers so you know you're getting a reliable system! Call us today at **(804) 730-5000** if you'd like to learn more about natural gas or propane tankless water heaters and how they can help you!





WOODFIN  
HEATING



HEATING

WOODFIN  
COOLING



COOLING

# Your HVAC Equipment and You



Outdated heating and cooling equipment isn't just bad for your budget; it can also negatively affect your health! Not to worry, you've got the experts at Woodfin to make sure your HVAC equipment isn't a risk to your health. Here are some things to look out for:

## Poor Comfort Coverage

The most obvious way an uncared for HVAC system will impact your health is the lack of heat, hot water or sufficient air conditioning. Elderly residents, children, individuals with chronic health issues and even pets can suffer from extreme temperatures in any season.

## Dirty, Dusty Air

Forced-air systems are equipped with filters to help with indoor air quality, but without proper maintenance and cleaning those filters can become blocked and end up distributing the collected debris and pollutants back into the home instead.

## Potentially High Carbon Monoxide Levels

Carbon monoxide is a colorless, odorless gas that can be produced by the incomplete combustion of heating oil – so **if your equipment is producing black smoke or soot, be sure to call Woodfin immediately** as this is a sign your equipment is not properly functioning. Thankfully, this situation can be avoided with regular maintenance, and is very rare.

Those are the potential risks, but what's the solution? It's easy – **a new heating or air conditioning system from Your Home Team at Woodfin!** Find the right system for your home.

## Here's what you get:

- ✓ FREE Design, Safety, Health, Comfort and Energy Efficiency Analysis of your Home (a \$295 value)
- ✓ As much as \$1,350.00 in manufacturer rebates\*
- ✓ OR 0% interest financing for 36 months OR 6.99% APR for the lowest payment possible\*
- ✓ Reduced energy costs (say goodbye to record-breaking energy bills)
- ✓ Up to 12 years parts and labor coverage (a \$900 value); Eliminate repair costs for a decade
- ✓ Two (2) years twice annual precision tune-ups and professional cleanings (a \$398 value)
- ✓ Our Exclusive 2-year Risk-Free 100% Satisfaction Money-Back Guarantee – You Can't Lose!

**Expires June 30, 2022 or after we install 75 systems.**

**Don't miss out on this unique opportunity.**

**Call Karen, Nikki or Stacy at (804) 767-3027 today to learn more.**

Not valid with any other offers or on previous purchases. Call and ask for details. Other terms may apply. Expires 6/30/22.

\*Rebates and Financing subject to program terms and credit approval.

# WOODFIN INDOOR AIR QUALITY



## Banish the High Humidity Blues

It feels like you're walking through soup, everyone is wilting (and cranky), and you can't get comfortable no matter how you set the air conditioner. Seems like everyone is singing the "High Humidity Blues" around here when humidity levels peak around 90%, but very few of us really enjoy the tune!

High humidity does more than make us miserable. All that dampness creates breeding grounds for mold and mildew; warps wooden walls, floors and doors; and can make your paint and drywall blister.

Air conditioners can help some, but that's not their main job. To truly banish the high humidity blues, talk to Woodfin about adding a whole-house dehumidifier to your home comfort system.

These dehumidifiers work with your heating and air conditioning systems, **pulling up to 90 pints of moisture a day from your home's air**. With balanced humidity levels, your heating and cooling systems don't have to work so hard, and you may see lower utility and fuel bills.

**Ready to banish the blues and start singing "I Feel Good?"**  
**Call us at (804) 730-5000 to see if a whole-home dehumidifier**  
**will work for you!**



## Giving Your Comfort System a Boost With Proper Insulation

*Did you know that a home with adequate insulation can result in energy savings in addition to improved comfort levels? Here's how!*

- You won't be cold in one room and feeling warm in another thanks to the **even temperatures** in your properly insulated home.
- Proper insulation will keep all of the warm or cool air you pay for inside your home, which can help **prevent your energy bills from increasing** year to year from escaping air!
- When there's enough insulation between the environment outside and the environment inside you'll avoid any moisture that might develop from the different temperatures.
- Having enough insulation around doors and windows can help keep the warm spring and summer air from entering the home.
- With adequate insulation, it helps keep excess moisture from high humidity out of your home.



Are you worried your home isn't insulated enough? Don't be! Woodfin knows all about proper insulation and weatherization for protecting your home and family against all of Virginia's seasonal weather. Give us a call or visit **[www.AskWoodfin.com](http://www.AskWoodfin.com)** to learn more!





## KEEP AN EYE OUT FOR YOUR ELECTRICAL SYSTEM

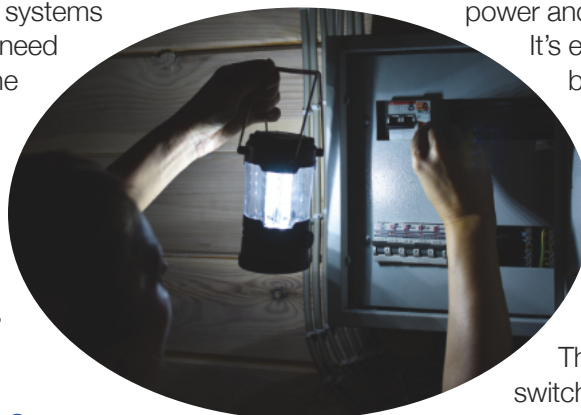
We often take for granted our electrical systems since they're always working when we need them and they're tucked away inside the walls – out of sight, out of mind! However, that doesn't mean the signs of a problem with your electrical system are going to remain hidden.

**Here are a few things to keep an eye out for that might suggest your electrical system needs work!**

**TOO MANY EXTENSION CORDS** Not only do extension cords pose tripping hazards, using too many throughout the home is unsafe. If you find yourself always running out of outlets to use, have a Woodfin electrician help by installing new ones!

**DIMMING LIGHTS** Light fixtures draw very little power, so dimming or flickering is rarely an issue with the fixture itself and more likely a problem with the circuit as a whole. There may be too many major appliances drawing power on the same circuit. If this is the case, a Woodfin electrician can help balance the loads in your home!

**STRANGE ODORS** If you notice any odd smells coming from outlets, switches or appliances, turn off the



power and unplug anything connected to it. It's especially important if you smell burning plastic! Contact Your Home Team so our electricians can come have a look.

### HOT OUTLET OR SWITCH PLATES

Outlets and switches should never feel hot to the point where it's uncomfortable to touch.

This could be a sign that the outlet or switch is wired incorrectly, and can lead to a house fire if left unresolved.

### FREQUENTLY TRIPPED BREAKERS OR BLOWN FUSES

Circuit breakers and fuses are supposed to trip or blow out when there's a problem with current overload or a short circuit in order to protect the homeowner. However, if they trip constantly you could be dealing with a faulty breaker or fuse, or some other issue along the electrical system that could cause damage to your home or appliances.

Have you noticed any of these signs in your home? Don't take the chance! All you have to do is contact Your Home Team at Woodfin for assistance. Contact us online at [www.AskWoodfin.com](http://www.AskWoodfin.com) or call (804) 730-5000 to let us take care of your home electrical system.



## WOODFIN GENERATORS



## Special Generator Offer Still Available!

Consider getting a new whole-home standby generator to keep your family safe and comfortable. Act now and purchase a new, state-of-the-art generator from Woodfin and you'll enjoy many added bonuses including:

- **FREE** Immediate \$500 Discount off Retail Price
- **FREE** Two Years of Annual Tune-Ups and System Evaluations (\$518 value)
- **FREE** GenPad Lifetime Generator Mounting Foundation (\$360 value)
- **FREE** Two-Year 100% Unconditional Satisfaction Money-Back Guarantee
- **FREE** Exclusive Worry-Free \$250 Start-Up Guarantee
- **FREE** Carbon Monoxide Detector (\$200 value)\*
- **\$0 Down Payment Required**
- **0% APR, 0 Payments for 12 Months\*\*** or a Low Fixed 9.99% APR Financing With Payments as Little as \$154/Month



**Contact Your Home Team at Woodfin today so you don't miss out on this limited time offer!**

\*Not valid with any other offers or on previous purchases. Call and ask for details. \*\*Financing with approved credit. Rate subject to change. Offer expires 6/30/22.

# Help Your Home Team Grow!

Are you thinking about starting an exciting new career? You're in luck! We're currently accepting applications for various positions. Check them out on our website at [www.AskWoodfin.com/Careers](http://www.AskWoodfin.com/Careers).

Woodfin employees enjoy...

- A great work-life balance
- Health, dental & vision insurance
- Progressive pay
- Paid training
- And much more!



You can read all about the benefits of working for Woodfin on our careers page as well.

For any information pertaining to the open positions, you may also call us directly at **804-730-5000**. We look forward to hearing from you!



1823 N. Hamilton St.  
Richmond, VA 23230

(804) 730-5000  
[AskWoodfin.com](http://AskWoodfin.com)



## Our Employees are the Best!

We are honored that **Woodfin – Your Home Team** has been named a **2022 Top Workplace** by the *Richmond Times-Dispatch* for our culture valuing our people and amplifying their talents.

We are so thankful to our outstanding employees – the people who make Woodfin the great place it is. They were the ones who answered surveys covering numerous topics affecting workplace life, from their views on leadership, managers, pay and benefits to training and work-life balance. It also looked at other factors including how employers encourage community involvement and how businesses promote diversity.

In order to make the Richmond list we had to be among the highest scorers in the region and exceed national benchmarks.

We are proud of this honor. We are proud that our company puts people first, and it shows. But we are most proud of every person on Your Home Team who makes it possible for us to be “Best.”

Thank you.

