



**County Wide Service Company**  
 Air Conditioning and Heating Service and Sales  
 5410 Jackwood Drive  
 San Antonio, Texas 78238



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# County Wide Service Company

Air Conditioning and Heating Service and Sales  
 210-732-9772 • 5410 Jackwood Drive • San Antonio, Texas 78238

For Your Absolute Satisfaction!

## COMFORT CONNECTION

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### Point Taken



It is hard to believe this year is winding down. I look around and see how hard everyone at County Wide Service has worked to stay focused and looking forward to what is ahead. When times are hard, it is so easy to stay stuck in a rut spinning your wheels. Not so for County Wide! We took the opportunity of a very slow, mild winter and spring to get the majority of our service technicians NATE certified (North American Technician Excellence). For quite some time now you have listened to me ramble on and on about our commitment to home comfort. The quality control that others are now talking about, we have been doing for years.

While at an education seminar for Carrier Dealers, our Comfort Specialist James Barnes and myself were introduced to the Carrier360 Program. Carrier's answer to Home Performance Contracting. I was intrigued to say the least. Why were they focusing on solutions for the homeowners and not selling their brand of equipment? Really it is simple. They know that the most important link is

the homeowner. The homeowner needs to be taken care of whether it is an equipment change out or a simple duct repair. Honesty and professionalism always comes out on top. Giving quality contractors the education and tools to be an expert will come full circle for Carrier and they know that. We accepted their challenge and after many additional classes and testing on specialized equipment, I am proud to say both James Barnes and Jonathan Yelitz are BPI (Building Performance Institute) certified. By the end of the year when Carrier rolls out their national promotion for the Carrier360 Program we intend to be one of a handful of South Texas companies qualified to offer this program to their customers.

I invite you to visit our website, [countywideservice.com](http://countywideservice.com) and listen to the updated version of our jingle; just another polished update of a reliable oldie. "We're County Wide Service Company, professional, fast and fair!"

Shirley Smith  
 Managing Partner



**County Wide Service Company**  
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 Duct Repair & Replacement • Blown Insulation  
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 For Your Absolute Satisfaction!

**Meets maintenance requirements for all Extended Warranty programs!**  
**Heater check-up \$82.79**

Make sure your system is ready to operate safely for your family!! Protect them from costly and harmful breakdowns. Be sure to ask how we can help solve your indoor issues with allergies, dust and high energy bills!

Save even more with our quality maintenance program!  
 \*Follow us on Facebook\* Price is for first heater. Additional units are \$75 each



## ASK THE MANAGER

**Q:** Is it important to have a Maintenance program on my HVAC system when it is covered by an Extended Warranty Plan?

**A:** Yes it is important, even if you have a 10 year parts and labor warranty. Without the proper maintenance, the manufacturer can void the coverage of your equipment. County Wide Service will help you choose the right maintenance program to keep your system in peak condition and fully covered under your Extended Warranty Program.



Dennis Mitchell  
Operations Manager

Regularly maintained A/C and heating equipment saves homeowners money in the long run by increased efficiency and fewer breakdowns. Our factory trained, NATE certified technicians can recognize the most common problems before they turn into a major repair.

We fully stock our service trucks with the most common parts so we can handle the majority of repairs the same day. Along with getting two seasonal calls, one in the spring for maintenance on your air conditioner and one in the fall to clean and prepare your furnace for safe operation, you will get 10% discount on any parts if repairs are needed and priority emergency service. We are open 365 days a year, so please do not hesitate to call us on the weekend or over the holidays if you need service. Our goal is your absolute satisfaction.



## SEEK-N-FIND

Find and circle the words on the list. Stumped? *Answers can be found at [www.countywideservice.com](http://www.countywideservice.com)*

N	O	I	T	A	U	L	A	V	E	N	TECHNICIAN
N	O	R	E	R	E	M	G	I	B	L	EXCELLENCE
T	E	C	H	N	I	C	I	A	N	Y	EMERGENCY
S	S	N	O	L	L	I	A	N	C	Y	SOLUTION
O	P	E	C	T	C	E	N	N	O	C	FUTURE
L	O	L	O	S	T	E	E	G	S	A	CONNECT
U	N	L	N	A	U	G	R	E	P	R	EVALUATION
T	S	E	V	F	R	S	U	R	E	R	RESPONSIBLE
I	I	C	A	E	T	N	T	E	I	I	EXPERT
O	B	X	M	E	E	A	U	A	C	E	CARRIER
N	L	E	T	U	R	I	F	E	Y	R	FAST
X	E	X	P	E	R	T	S	D	O	Y	FAIR

## COMFORT EVALUATIONS

In the past few years here at County Wide Service Company we have had discussions about the future of the residential HVAC business and how we want to fit into that future. We have honed our skills in indoor air quality issues, duct replacement, and increased our technicians skills through NATE certification.



James Barnes  
Comfort Specialist



In the beginning of 2013 we were introduced to the Comfort Institute and found the connection we needed in our discussions for the future. After a few meetings with Comfort Institute we worked at becoming BPI certified. Being BPI certified (Building Performance Institute) holds us to a higher standard and requires a more proficient level of testing than done previously.

This testing looks at the whole house as the system and not just the component side of air conditioning. It is more than a condenser, evaporator coil or a furnace when calculating the comfort needs of a home. An example of this approach would be a contractor that offers a bigger A/C system to solve a comfort issue. Solutions may come through modifications of an existing A/C system, saving the homeowner money and making the older system more efficient in the process. With a County Wide Service Comfort Evaluation, we can determine leakage in the house and the duct system, determine R values and determine system sizing.



Once the testing is complete, we offer the homeowner a list of recommendations to solve their comfort issues. Being a member of the Comfort Institute along with our BPI certification, County Wide Service Company has a renewed dedication to our responsibility of the

future of the HVAC industry. Our customers deserve home comfort from a qualified professional who has their best interest at heart.

For more information and to view the videos about our Comfort Evaluation, visit our website at [countywideservice.com](http://countywideservice.com) or give me a call at 732-9772.