



Your Comfort Connection

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In Case You Missed It

Every year the employees of Wilhelm Heating and Air Conditioning, Inc., strive to improve the quality of the service they bring to you, the customer. Jack Greco, Jerry Rathey, Ryan Scott, Andy Najarro, and Ben Wilhelm are all NATE certified. NATE certification or North American Technician Excellence certification is a 3rd party exam. It measures the knowledge and experience of a technician. This is the highest credential a technician can receive

Wilhelm received industry recognition when FRACCA, Florida's Refrigeration and Air Conditioning Contractors Association, honored it as the Outstanding Business of the year for 2009. It received the award primarily because of its strong support of HVAC education.

Mary Ann Wilhelm, the owner of Wilhelm Heating and Air Conditioning, Inc., continues to be recognized for her hard work and

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determination as a business owner. This year Mary Ann's hard work was recognized by Carrier when she received her second President's Award for excellence.

The SouthShore – Ruskin Chamber of Commerce recognized her this year as the Chamber's most supportive member. This special award was given by the Executive Director of the Chamber, Melanie Morrison. Mary Ann is passionate about the SouthShore community and is a proud supporter of many local charities.

Avoid the Service Call

Every once in a while service technicians are called out to a customer's house, only to find out that the problem could have been easily avoided. Taking some simple precautions can save money and avoid bigger problems in the future.

The first tip to keeping your unit running at its best is to change or clean the filters monthly. Dirty filters block air

flow and can cause serious issues with your air conditioner, heat pump or furnace. All types of filters can be ordered online at www.wilhelmac.com.

When you are designing home landscaping be sure to keep your bushes a minimum of 6" from the unit. This allows for proper air flow through the coil. It also

prevents condensation from the bushes contacting the coil, which would lead to accelerated rust damage.

Another easy way to avoid rust damage is to set your sprinkler system so it does not directly spray the air conditioning unit. If this is not done, it will not only create rust damage, but may void your warranty.

Getting to Know your Unit

The average customer understands little about their air conditioning unit. The parts and components, not to mention the ratings can seem like a foreign language at times.

There are simple parts that most people can identify, like the thermostat and the air vents. Many customers know Carrier systems are synonymous with quality, but what is a “SEER rating”? What else should you know about your unit?

A SEER rating, or the Seasonal Energy Efficient Ratio rating, is a measurement of how cost-effective an air conditioning unit is to run. The higher the rating, the more efficient the unit is at cooling your home. New government standards require all units be at least a 13 SEER rating. The higher the SEER the more you will save on your electricity bill.

When setting your thermostat you should always keep in mind your energy usage. To maintain a lower energy bill do not set your heat too high in the winter, or your air conditioning too low in the summer. Setting your thermostat at a lower degree does not make your system cool any faster. An air conditioning unit generally displaces air 15–20 degrees cooler than room temperature, regardless of how low the temperature is set.

There are also settings on your programmable thermostat that allow you to put it in “vacation mode” if you are going out of town. This allows your system to use less energy, but still keep air flowing through your home.

Understanding your unit is the first step to saving yourself money. SEER ratings should be high, for energy efficiency.

Carrier Dealers, like Wilhelm, are experts in HVAC and wanted to pass on the knowledge.



Carrier Units provide superior quality and comfort for any home.

DIY Solutions from [page 1](#)

To avoid clogged drains, ask your technician, during your spring maintenance, if your system has a “clean-out” installed. If it does, utilize this feature monthly by pouring in one cup of white vinegar. This will help prevent drain line failure.

One of the most common service calls is for a blank screen on the thermostat. To avoid the service call, there are a couple things you can safely check to remedy the problem.

If the screen on your thermostat is blank first check your circuit breakers to make sure they have not tripped. If the circuit breaker is tripped, reset it and this should fix the problem. If the breaker trips again, this may be a sign of a bigger problem.

Also check your drain safety switches if they are accessible. If your drain pan is full of water then your system is not draining properly. You may try to resolve the problem yourself using a Shop-vac (wet/dry vac) on the drain exit. This is located somewhere along the perimeter of the house. If you do not feel comfortable checking these problems, please schedule a service call, and we will be happy to assist you.

Any serious issues should be handled by a trained service technician.

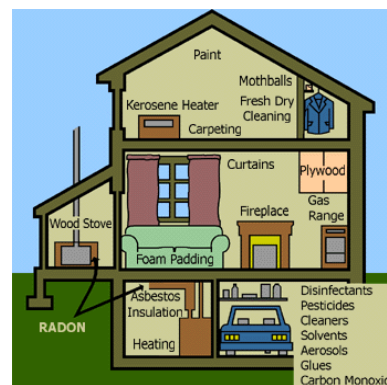
Keeping Air Clean Inside

The word pollution normally paints a picture of smog filled cities and dump sites, but what if you were told that indoor air can be up to 70 times more polluted than the air outside your home? This staggering statistic is true.

In order to maintain humidity and temperature levels, the same air is continuously recycled throughout a home. This increases comfort, but it can also increase health risks. Breathing certain mold spores can cause illness – or even death – and they can develop inside the dark and damp environments of your duct system.

In order to maintain your healthy home be sure to have a qualified technician check

that all return air flows through your filter system and verify your filter system is the right size for peak performance. Be sure to ask about purification systems to eliminate condensed moisture from the air conditioning systems. Keeping your family safe is a priority, and keeping them healthy is easy with a Wilhelm technician’s guidance to cleaner indoor air.



There are a number of pollutants found in any home, which can be distributed through the air conditioning system.

Finding Time for Filters

Need a new filter? Just found out its better for your system to change filters monthly? There is an easy way to purchase your filters online. Sign up for Wilhelm Heating and Air Conditioning’s Premier Filter Club.

The Filter Club allows you to choose when you want your filters shipped, whether you need a one-time purchase or to sign up for periodic shipments.

All you have to do is go to www.wilhelmac.com, click on the “Filter Club” tab at the top. This should direct you to a page that looks like the picture. From there you click the “Sign Me Up!” button which will redirect you to the website to sign up for the program.

Simply fill out the form with all your information and click “continue” to create an account on the website.

While signed into your account you find the filter that is right for your unit. The information should be on your existing filter. If you have trouble ordering your filters, or have any questions feel free to contact the office and someone will help you with through the process. The office number is (813)641-1811.

Event	Date(s)
Business and Health Expo <i>Held by the Ruskin SouthShore Chamber of Commerce</i>	March 18 th
Fun Fest <i>Held by the Sun City Center Community Association</i>	March 20 th
April Aire Seminar <i>Held at the Sun City Center Chamber of Commerce</i>	March 23 rd
Spring Trade Fair <i>Held by the Sun City Center Chamber of Commerce</i>	April 6 th
Ruskin Tomato Festival <i>Held by the Ruskin Community Development Foundation</i>	May 1 – 2 nd
Ruskin Run Around <i>Held by the Ruskin Chamber of Commerce</i>	TBD
Back to School Festival <i>Held by FishHawk Area Networking Group</i>	TBD
Seafood Festival <i>Held by the Ruskin Chamber of Commerce</i>	Nov. 6–7 th

For more information on our involvement in these events or for Reservations call the office at (813)641-1811.



Turn to the Experts™

We're on the Web!

Find us at:

www.WilhelmAC.com

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