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Issue 8

CITY OWNER NEWSLETTER

Instructions For Using Duct & Dryer Vent Process

We are excited about our new additional services. Our operators are finding great success with them. We hope you will consider how you can benefit from them in your area.

We want to thank Jim Flamm, our NC State Owner for writing up these instructions and sharing them with us. Jim attended two of our Regional Seminars and created the following notes regarding the air duct and dryer vent cleaning.

INSIDE THIS ISSUE

- *Instructions For Using Duct & Dryer Vent Process*
- *Brochures*
- *Shipping Department*
- *John's Fix-it Corner*
- *Better the Best*

Ram Air - Call if you get in a bind on a job - they are Pacific Time; otherwise call John at the corporate office of Heaven's Best.

541-323-3737 or if using clients phone toll free is 888-272-6247

Press 1 for sales - Dave Shores - can help with most things.

Press 2 for tech support - David Hart (Owner)

The work goes better with 2 - does not cut time in half, but does go faster and better. Less likely to make a mess with 2.

Start with cold air returns -

Usually only one per HVAC system. If there is more than one and they are interconnected, block any you are not directly cleaning - Clean these with the furnace off - You do not want to move things into the furnace or heat pump. Do have the canister thing or the flat plate in place and the vacuum running to draw debris out. The vacuum always supplements and makes the air ball more effective. It is often the only source of air movement when using the whip.

When done, clean the furnace (vacuum or blow it out) - Be cautious of electrical connections or moving parts - furnace should still be off. Clean the outside (for appearance) clean inside exposed by removing the panel and the compartment where the filter is. Places where it shows it has been cleaned.

Note - According to North Carolina licensing people as long as you do not cut holes in the ducting or use a tool on the HVAC or remove or repair any parts or wiring you do not need a license. When you do those things you must have a license. The filter does not count.

Replace filter or blow it out. (Take it outside to blow it out) David never carries filters. Cleans the old one best he can and tells them to get a new one. Often they have a new one there - if so he uses that.

Note: If the filter is right behind the grill for the air return it is likely a heat pump system.

The filter for a furnace will be in the furnace. Work the same way for either system.

In warmer climates heat pumps are the norm. In cold climates furnaces are the norm.

About the only reason to do anything at the HVAC source (heat pump or furnace) is to make it look cleaner. If it looks great, don't bother. Do whatever makes a great impression here. Be sure not to blow whatever is there into and around the room. Better off to leave it alone. I think the vacuum is a better choice than blowing.

Heat and AC ducts:

Start the furnace and start with the heat and air vents the furthest away from the furnace or source of air movement. (less mess and it works its way down the main trunk line so that all gets cleaned as you go).

Both the standard hose and the flex hose are 20 feet long. Can double up or Ram Air can make up a hose any length. Not likely to need this.

If there is debris or whatever caked on or clinging to the walls of the duct . . . Use standard (black) hose with the whip. Only need the whip when stuff is sort of stuck to the inside walls of the ducting.

The whip is much less likely to do damage than a rotary brush and will still get as much or more stuff off. The whip is not likely to catch things and throw them around as much as a brush making projectiles that can damage things. The whip has very fine tips that do not damage the walls.

Feed the whip in without air - then turn on the air and withdraw it slowly with the air making it whip. This loosens the debris, but does not bring it all out. Your vacuum should be attached and running as well as the furnace running. However you still need to go back in with the ball.

There are three balls with the system:

White ball -

Has 6 holes pointing at an angle that blows the air backward. This pulls the ball and hose into the duct as well as forcing the debris back to the source where the vacuum is also pulling things out. The air going backward also

pulls itself around corners if you are letting out the line as it goes. With the flex hose - do not push it in. Wiggle and push a little if it hangs up in a place you think is not the end or as far as you want to go. Pushing too much it can hit something and make a u turn.

Black ball -

Has one hole missing - same pattern as white, but a blank space. This blank space allows the ball to move to sides and corners rather than staying in the middle. Still pulls itself in like the white ball. You should turn the hose slowly to 180 degrees from the start and then turn it slowly back as you go. Back and forth will move it to all four sides and corners or it will move it all around a round duct. Do not turn the same way all the way in or it will twist the hose and it won't move well.

The black ball is typically the ball of choice. Go slow, let it move to the sides and corners and it will do a great job.

Sani-jet ball (for applying the sanitizer)

When going into the vent with the either ball get it in a foot or two before turning on the air. The main trunk line on air ducts gets cleaned a few feet at a time. You typically go past the branch line and into the trunk line. Really over cleaning it. Others have to cut a hole in the main trunk, do their best, and then seal up the hole.

Scheduling - when you sell duct work you may have to come back or be late for next job. Also it makes sense to clean air ducts before you clean the carpet if you can.

Why should people Clean Heating and Cooling Air Ducts?

A It helps cut down on accumulating dust because it is not coming from the heat vents into the room. David says many people have told him that they did not have to dust as often after the ducts were cleaned.

B This leads to reason two. Dust is what carries allergens. When the dust is reduced so are the allergens in the air. The furnace filter can help with this, but does not do it all. Nothing likely does it all, but again David has people tell him their allergies were less of a problem after cleaning the ducts.

My personal feeling after years of trying to chose the perfect furnace filter to help my allergies is that there is a happy medium. The cheap more open filters just don't do much but give you a warm fuzzy because you have a filter. Those that try to filter out everything but the oxygen are so restrictive that some say they can make the furnace overwork to keep the air moving. The more restrictive the higher the cost of the filter.

Learn a little about furnace air filters just to be able to answer questions.

C We have the ability to sanitize the air ducts with our own sanitizer and deodorizer products. Just the idea and knowing they are cleaner. There are likely less dead bugs and other "nasties" lurking in your heating and AC vents to be coming into the air in your home.

How often . . . Air duct Cleaning Association says every 1 ½ to 2 years

Why should people Clean Dryer vents?

Again - two main reasons. Perhaps a little more compelling than the heat ducts.

A A restricted dryer vent definitely alters the performance of your dryer.

1 A restricted air flow increases drying time - thus increasing running time - thus increasing cost to run the dryer as well as inconvenience of waiting longer.

2 The restricted air flow also works the dryer harder and reduces its life span.

One story David told me was that a lady's dryer just was not working any more so she bought a new one. It did not work any better. At the suggestion of the people who sold her the dryer she had the vent cleaned and it worked great. Bottom line was that she may not have needed a new dryer, but just a cleaning.

B Reason number two is there is apparently a real danger of fire. David checked with his fire department because he was reluctant to use this reason. He was skeptical about and not comfortable with using "a scare tactic" They told him there were 15,000 fires a year (in US) started in dryer vents. Farmers insurance had an ad about the dangers of dryer vents and also stated 15,000 fires a year and noted the flammability of the lint. David also said when he was a scout they used to use dryer vent fuzz as a tinder to start fires with flint and steel. It is quite flammable.

C The lint that builds up on the vent walls can trap all sorts of things. Since this is a dryer it works by getting rid of moisture in the clothing. That moisture goes out the vent. When the moisture moves along a wall of lint fuzz on the venting tubes it can accumulate there rather than all of it going on outside. Can create mold and other problems.

How often should you clean your dryer vent? At least once a year . . . The dryer lint filter only catches about 75% of the lint.

Brochures

We have a number of brochures that explain each of our services we have had in the past. As our stock runs out, we will discontinue the old brochures.

Our new Service Group brochure talks about our company in general, and you then add the insert for the services that you offer. These are available now and will be listed on the Heaven's Best on line store in the next day or so. You can order the main brochure and all of the inserts individually. They each come in a package of 100.

Shipping Department

This month's **SPECIAL** is: #121 Fresh Scent Buy 5 get 1 Free

John's Fix-it Corner

Hello everyone!

The summer has been beautiful here and is going way too fast. I hope you all have had a great summer and been able to do something fun and enjoyable. On the other hand, I hope you're so busy, you don't have time to play. Both are good.

I like writing about calls that I get and this month I have had a lot of calls on spots returning, mold, and smells that don't want to go away. In some cases what I have found out is there is an underlying problem that needs to be addressed.

A lot of times we have found there is moisture where those spots are or even in the whole room. You need to find the source or tell your customer and let them deal with it. Sometimes the room has been wet and the problem has been fixed but has not been given enough time for every part of the room to sufficiently dry.

With this all said, the most important part for you is that you talk to your customer before you start and tell them what you can and can't do. Make sure that both of you are on the same page. This will help you from having a lot of grief in your life. And sometimes you might want to turn the job down if it is not a win-win situation for you and your customer.

Note: The grocer walked over, and, trying to be friendly, asked the boy if he had a lot of laundry to do.

"Oh, no laundry," the boy said, "I'm going to wash my frog."

"But you shouldn't use this to wash your frog. It's very powerful and if you wash your frog in this, he'll get sick. In fact, it might even kill him."

But the boy was not to be stopped and carried the detergent to the counter and paid for it, even as the grocer still tried to talk him out of washing his frog.

About a week later the boy was back in the store to buy some candy. The grocer asked the boy how his frog was doing. "Oh, he died," the boy said.

The grocer, trying not to be an I-told-you-so, said he was sorry the frog died but added, "I tried to tell you not to use that detergent on your frog."

"Well," the boy replied, "I don't think it was the detergent that killed him."

"Oh? What was it then?" "I think it was the spin cycle!"

Better The Best

We congratulate those operators who had their best month ever during June, 2015.

Adam Hagensick	IA
Brad Beseth	TX
Butch And Cindy Graf	WI
David and Karen-Lynn Post	GA
Donna Hansen	NC
Eric Jenkins	CA
Eric Jenkins	CA
Gary Spear	KY
Greg Humphrey	NC
Jeffrey Martin	GA
JL Stevens	TX
Juan Valencia	OR
Matthew A. Griffin	FL
Patric Iach	NH
Paul Shuga	TX
Reuben D. Rock	WI
Tony Gibbins	IA