

The Healthy Home Report

Winter 2010



AtlasCare®
Pursuing perfect health for your home™

An Engineer's Opinion

Best wishes for a safe and comfortable holiday season

'Tis the season to celebrate accomplishments, take comfort in the company of family and friends and look forward to the New Year ahead.

The last year was certainly challenging. A bumpy economic climate forced us to re-evaluate the way we do business and ensure we serve our customers in a way that keeps their homes, and wallets, comfortable. Perks like the Home Renovation Tax Credit (HRTC) and ecoENERGY rebates helped soften the blow while the introduction of the AtlasCare line of heating, cooling and IAQ products has given our customers more choice than ever before.

We continue to offer the most competitive rates around for our **Guaranteed Comfort Plans**, helping our customers be proactive about the maintenance of their home comfort equipment. Mitigating risk is essential to the way I run my business - and the same advice applies for our valued customers. Protection plans not only ensure your equipment runs at its maximum efficiency - problems can be identified and addressed early on, eliminating expensive repairs later. The added flexibility of Preauthorized Payments

also allows home-owners to effectively plan their household budgets.

At AtlasCare, we also continue to pursue perfect health for our community. Over the past year our staff has been involved in a variety of endeavours that have helped support the **MS Society, Canadian Blood Services, Out of the Cold, and the Christmas Wish program**. We hope, as the holiday season approaches, you will support what's close to your heart at a time when those less fortunate need it most.

A final note to our customers whose trust and loyalty mean so much to us. We thank you for another year together and wish you and your family the very best this holiday season.



Roger Grochmal

Roger Grochmal P.Eng.
President and CBO, AtlasCare

Welcome
Comfort Zone 21 Degrees
customers!

This fall saw the AtlasCare family grow with the acquisition of Comfort Zone 21 Degrees' residential HVAC customer base after its president, Stewart Paterson, decided to focus his energies on the commercial side of his business.

At AtlasCare, we are committed to making this transition an easy one. We will be honouring the remaining portion of Comfort Zone customers' annual service agreements and will complete all outstanding tune-ups. In addition, we will also honour all manufacturers' warranties on equipment previously installed by Comfort Zone 21 Degrees.

New customers who have questions or require more information about AtlasCare can call 905-829-1296 or visit www.atlascare.ca



At AtlasCare, we understand the value of keeping our customers up-to-date with relevant and timely information. Our new website has become an invaluable tool to do just that. Regular updates mean our customers can access the information they want, when they want it, with a simple click of mouse.

Our most recent update is the addition of a duct cleaning video. With cold and flu season already upon us, keeping your indoor environment healthy is important. A professional duct cleaning not only removes dirt and dust that aggravates allergies, but it can also help ward off viruses. **If you haven't experienced the "perfect duct cleaning" from AtlasCare, check out our video at www.atlascare.ca to see what you're missing.**

And while you're there, take a minute to sign up to receive *The Healthy Home Report* in your inbox and help us lessen our impact on the environment. You'll find the subscription form in the Home Health Centre.

At Your Service

With Dick Thomas

It's that time of year again... Your humidifier should be running!

Dry air is a telltale sign winter is on our doorstep. With chilly days and colder nights, your furnace has probably kicked in and is working hard to keep your home warm.

As it gets colder outside, your house holds less moisture and the humidistat has to be adjusted accordingly. Typically, the humidistat should be set at a 35 to 40% level. Sometimes you'll see condensation or moisture on your windows which is a sign that humidity levels aren't quite right. This will also happen if there is a big swing in temperature in the home. Window coverings will hamper the evaporation of moisture on windows especially if



Dick Thomas, Vice President, Service Division

you're using blinds. Opening them occasionally will help with build-up.

Turning on exhaust fans in the bathroom or kitchen will help bring humidity levels back in line. If levels are too low, ensure all fireplace dampers are closed, windows are shut tightly and that your humidifier is adequately sized for your home.

A digital hygrometer is the best way to monitor humidity levels. **For more information, give us a call at 905-829-1296 or visit www.atlascare.ca.**

Healthy Home Tip
Don't leave candles unattended and trim the wicks.

Product Spotlight

Drive away the winter blahs with an AtlasCare Humidifier

Although it may be hard to admit, most of us spend a good part of our day indoors. Low humidity during the winter months may result in dry, itchy skin, dry sinuses and noses – not to mention the damage it can do to furniture and finishes in your home. Although many of us may think dry air is just part of the winter blahs, there is something that can be done.

An AtlasCare Humidifier will improve the comfort of your indoor air quality and create a healthier environment so you can relax and breathe easier.

How does it work? A portion of the heated air from your furnace passes through a water-soaked pad where it absorbs additional moisture and then returns for distribution throughout your home. Water is metered and dispersed evenly across the pad. Unevaporated water then drains from the bottom of the unit to eliminate mineral build-up and prolong the life of your equipment.

Visit www.atlascare.ca for more information or to book an appointment.

Hydronic Happenings

With Ron Robinson,
AtlasCare Hydronic Specialist

Tankless water heaters have been all the rage lately. If you thought their numbers looked good – I encourage you to take a look at condensing water heaters. While conventional tank water heaters sit at 60% and their tankless counterparts feature about 85% efficiency, condensing water heaters lead the pack at more than 90% efficiency. This statistic is one of the main reasons why government legislation and high demand are driving the condensing water heater to the top.

With reduced CO2 and NOx emissions, condensing water heaters are one of the most environmentally-friendly water heating systems available. Featuring a stainless steel heat exchanger, they also have a longer life and perform better than most other heaters.

What makes condensing water heaters so different? These water heaters are fuel-fired and have a similar water heating process as conventional models, however, condensing water heaters recapture the gasses when they are vented as opposed to letting it go to waste. In other words, the water vapour produced by the burning of gas in the boiler condenses back into liquid water, releasing the heat of the vapour from the water. Latent heat is a more significant source of energy, which means condensing boilers have higher efficiency ratings with the potential to reach up to 98%.

If you're wondering if condensing water heaters are the right fit for your home, give us a call at 905-829-1296. We'd be happy to answer your questions.

Healthy Home Tip
Clean your carpets and vacuum regularly.

AtlasCare in the Community

Healthy Home Tip

Get your chimney cleaned.

Throughout the year, we remain committed to supporting the community in which our customers live and we know the holidays bring out the spirit of giving in us all. As in the past, in lieu of Christmas cards and calendars, we have instead chosen to support a number of local charities and organizations.

We are happy to announce the third annual **Comfort Drive** is well underway and we have already received many donations of adult-sized winter apparel in support of **Out of the Cold**. Donations can be dropped off at 2590 Bristol Circle, Unit 1, or given to your Healthy Home Technician during a service appointment.

In addition to providing warmth and much needed comfort during the holiday season, a team of AtlasCare volunteers will also be warming bellies in March when we will host a second dinner at the Blythwood Baptist Church in support of **Out of the Cold**. For more information about **Out of the Cold**, visit www.ootc.ca.

The **MS Society** is an organization that is near and dear to our hearts and we continue to support it through our involvement in golf tournaments and fundraising walks. This year, AtlasCare president Roger Grochmal was heavily involved in the MS Power Lunch held November 17 with featured speaker Cora Tsoufidou, of Cora's restaurants fame. Approximately \$10,000 was raised in support of the MS Society.

This year, AtlasCare employees organized a toy drive held at our Christmas party to benefit the CP24/CHUM **Christmas Wish Program**. Staff also contributed loose pocket change to purchase 10 turkeys for **Knights Table**, a soup kitchen serving the Region of Peel. For more information about **Knights Table**, visit www.knightstable.org.

Thank you to our customers, staff and community partners for your contributions this year.



Healthy Home Tip

Recycle used clothing.

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