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Hello Friends,

Welcome to fall in beautiful Tallahassee and our wonderful surrounding communities.

Many times I have written about how fast a year goes by and how life in general often flashes before our eyes and out of our memory before we can share or comment on it.

While watching the Olympics this summer, I noticed the fast pace of change and how records are broken. Records sometimes only lasted one day before a new one was recorded. This type of high-speed change makes its mark throughout our lives. New ideas, concepts, products, and machinery are introduced, improved, and implemented every day – and sometimes every minute. We all realize and are made aware that not all of this change is good, right, or necessary, but it still happens and requires our brains to analyze it, process it, and determine if it fits in our lives.

BENSON'S constantly researches products, changes, and protocols that will increase the comfort and well-being of you, our readers. As

always, we strive to offer and maintain the very best service experience. Our goal is to ensure you are more than satisfied, and earn a referral to friends, family, and neighbors that you are happy to provide.

BENSON'S is not perfect. Just like the Olympic athletes, we are human. But I guarantee you on the occasions when we're not perfect we will always make it right.

Thank you for your business, compliments, and referrals. And thank you for your constructive criticism and ideas on how we can better serve you and all of our BENSON'S Family. Think of yourselves as our Olympic coaches, and know that your input makes us all better.

Have a great fall,



Answers to Your Questions About R-22 Refrigerant

Lately I've been hearing from homeowners who have questions about R-22 refrigerant prices. Why is it so expensive? Should I complete the repair quoted with R-22? What are my options? Here is some information to help enlighten our customers on the history and future of this refrigerant.



C. Daniel Boyette
Director of Retail
Operations

R-22 refrigerant was used widely from the mid-1950s until 2005. In fact, R-22 was the "go-to" refrigerant for all HVAC manufacturers. However, it is being phased out by the Environmental Protection Agency (EPA).

What's the problem? The problem with R-22 is that it contains chlorofluorocarbons (CFCs) that, when released into the atmosphere, contribute to the depletion of the ozone layer. Therefore the EPA decided to phase out R-22. In its place, R-410A refrigerant, which has a different, more environmentally-friendly chemical makeup than R-22, has become the industry standard. R-410A refrigerant has been in use since 2001 in new equipment, has no phaseout schedule, is more environmentally friendly than R-22, and costs 75 percent less than R-22.

How long will R-22 be around? The Montreal Protocol, an international environmental agreement, mandates an annual reduction of R-22 production and a complete phaseout by 2020 to help protect the ozone layer.

In October 2014, the EPA announced its final phasedown schedule of R-22. This is taking place over the course of six years.

The 2014 EPA decision called for immediate drop from 51 million pounds allowed in 2014 to 22 million pounds in 2015, 18 million pounds in 2016, 13 million pounds in 2017, 9 million pounds in 2018, and 4 million pounds in 2019. No new or imported R-22 will be allowed in the United States on or after Jan. 1, 2020.

You can still buy R-22, right? Yes, but steady demand coupled with shortened supply has caused prices to skyrocket from \$15 per pound a few years ago to \$65 per pound and more today. Annual allowances have decreased faster than the market demand for R-22, which has served to deplete inventory across the entire air conditioning supply chain. Service demands for R-22 in the U.S. are still estimated to be in the tens of millions of pounds per year. By 2020, the market prices for what supply is left will cause prices to be painful and many R-22 users will need to transition to an ozone-safe alternative.

Staying ahead of the phaseout is our solution to our customers to avoid the volatility of the pricing of R-22 for your servicing needs.

Who needs to be concerned? Everyone with an R-22 system! Call us to talk about your system.

- Daniel

Announcing **BENSON's Unit** is Now

Heating & Air Conditioning
Amana

**Up To \$1,000
Instant Rebate on
Amana Equipment!**

Through October 31, 2016

Consumer invoice must be dated on or before October 31, 2016

New **BENSON** Warranties are:

- 10 year Parts
- 10 Year Labor
- Lifetime Unit Replacement
- Lifetime Compressor



Single Speed/ High Efficiency

\$350 Instant REBATE

2-Speed Systems

\$750 Instant REBATE

Multi Speed Inverter

\$1000 Instant REBATE



*Complete warranty details available at www.amana.com. To receive the Lifetime Warranty, online registration must be completed within 60 days of installation. Online registration is not required in California or Quebec.

Training is Key to the Quality of Benson's Technicians

BENSON'S customers know they can count on us for quality service, and part of the reason for that is our technician training program.

We currently have more than half a dozen technicians who joined us with no previous HVAC experience. When hired on, new technicians begin our in-house training program through which they acquire the education to complete maintenance service on an HVAC system. Typically within a 90-day period, these technicians are assigned to a maintenance service vehicle and began completing the maintenances on their own. But they're never alone: The field supervisor within the maintenance department is their direct line of support with technical information and mentoring.

Within an 18- to 24-month period, the technicians who show interest in furthering their careers within the HVAC trade attend a week-long training class. Through this class



Athey Crawford
Service Manager

they gain extensive advanced mechanical techniques as well as extensive knowledge of working with refrigerants – including the opportunity to become certified in handling refrigerants and working on HVAC equipment. Upon completion of this training, the individuals make a transition from the maintenance department into the service diagnostic department. They are then dispatched from their residences to perform diagnostics and service repairs.

With the knowledge that they have gained and ongoing assistance from the diagnostic field supervisor, these individuals not only provide first-class service to you, our customers, they also are earning a good living in an exciting and interesting field.

This program has not only proven to be a success for Benson's Heating & Air Conditioning's service department, but also for our employees and their families. We're very proud to make such positive contributions to the Tallahassee community.

– Athey

BENSON'S Current Commercial Projects

Altha K-8 School Allstate Southland Joint Venture
Deerlake Middle School Advon Construction
DEP Air Handler Repair Childers Construction
Dixie Plantation Main House Renovation Childers Const
FAMU DRS Building #300 FAMU
Federal Public Defenders Office Newspaper.Info
Florida Senate Chamber Renovation Allstate Construction
FSU Ruby Diamond Renovation Siemens

Hermitage Center Chiller C/O Owner
Montford Middle School PSBI Contracting
Plaza Tower Fitness CD Williams
Radiology Associates Scan Room Barton Construction
Ruediger Elementary School Sperry & Associates
School Of Arts And Sciences Addition Ajax Construction
TMH 4B South Nuclear Medicine Childers Construction
Wesley Foundation Southland Contracting

**Up To
\$1,000
Instant Rebate
on Benson's System**

Through October 31, 2016



Service Titan: Our New Operating System Means Better Customer Service

On June 1 BENSON'S Heating & Air launched a new operating system provided by Service Titan. This new investment will significantly improve your experience when you contact Benson's for any HVAC services you may need.

The new features include an e-mailed bio and photograph of the technician who will be responding to your service call. You can rest easy knowing exactly who will be showing up at your residence before they arrive. Service Titan also enables our technicians to provide you with a detailed description and checklist of the services provided, e-mailed instantly to you directly from our mobile application.

Our GPS system is fully integrated into Service Titan so our dispatchers can monitor our technicians' schedules in real time and keep you, our customers, updated in a timely manner. This system also shows which technician is closest to your location to provide a more timely response and reduce the need for technicians to drive across town to respond to calls.

If you're in the market for a new system, Service Titan enables our comfort advisors

to provide you with a free estimate, showing you multiple options ranging from our basic units to our highest SEER-rated units, depending on your preferences. You can view the products directly from our advisors' tablet computers and request an e-mailed copy instantly, to give you time to discuss your options with your spouse. Once you decide which option is best suited for your needs, we will build your system and schedule an installation date. We can accept any payment type electronically, including cash, check, credit cards, and financing options accepted directly from the mobile application.

In addition, you can also expect updates to Service Titan in the future that will further enhance its capabilities for your convenience. These will include text message reminders for scheduled appointments 24 hours in advance, the ability to schedule online, and permit management for new installations. Service Titan is a web-based application so regardless of the weather, we will be available 24 / 7 for your heating and cooling needs.

At BENSON'S, we are always looking for better ways to serve you and provide the best service experience in the HVAC industry. Service Titan is just the latest example of this commitment!



"Mr. Green, I didn't want this day to go by without me writing to thank you for Josh, Loren, the young ladies who answer the phone - the whole company. I am one of your biggest fans, and when I have the opportunity to do so, I always recommend Benson's to friends, family and associates."

Win a Free Dinner for Two from BENSON'S

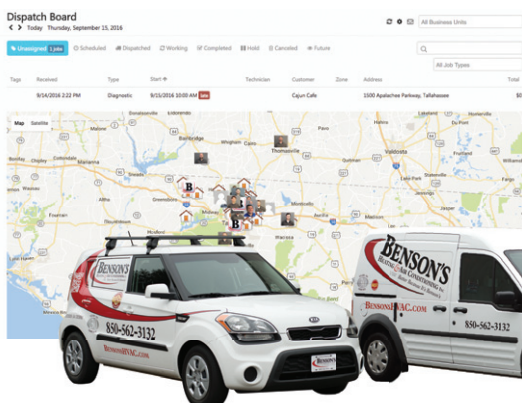
Return your customer response card or visit our website and enter comments about your experience doing business with us and you might win a free dinner.

We believe strongly in seeking out customer feedback. Every response card we receive, and comments posted on our website, are automatically entered into a drawing for a \$100 gift card.

Thank you for taking the time to let us know what you think of us!

Congratulations to Our Most Recent Winner:

Scott Hunt



Our Maintenance Plans Mean Year-Round, Worry-Free Comfort

Having a maintenance plan is key to keeping your system operating at maximum efficiency, and Benson's offers many different types of maintenance plans designed with our customers in mind.

Our monthly maintenance plan billing program helps our customers keep more money in their pockets, with a 10 percent savings and continuous, worry-free coverage. We have more than 1,100



Brandi Costa
Customer Service
Manager

customers using the monthly billing program, which can be applied to any of our maintenance plans.

In addition, plan members receive priority service. So if your system needs service – even during our peak seasons – you can receive all the benefits and discounts that you deserve without having to wait for service.

Call us today to discuss the numerous benefits of our maintenance plans. We have a plan to meet your needs!

– Brandi

BENSON'S Gives Back

BENSON'S has been a proud member of the great Northern Florida/Southern Georgia community for more than 30 years, and we believe in giving back to the organizations that make this area a great place to live.

During the past year we have had the privilege of helping the following organizations, either through monetary donations or volunteer work. We'd like to take this opportunity to thank these organizations for all they do.

211 Big Bend
American Cancer Society
American Heart Association
American Red Cross
BA Fitness
Big Bend Community Orchestra
Big Bend Cares
Big Brothers and Big Sisters
Big Bend Hospice
Brehon Family Services
Buck Lake Elementary School
Capital Healthy Start
Capital City Youth Services
Chiles High School
Children's Home Society
Cystic Fibrosis
Elder Care Services

Fellowship of Christian Athletes
Florida Sheriff's Youth Ranch
GFWC Woman's Club of Tallahassee
Godby High School
Goodwill Industries of the Big Bend
Guardian ad Litem
Holy Comforter Episcopal School
Killearn Lakes Homeowners Association
Kiwanis Club of Tallahassee
Leadership Tallahassee
LeMoyne Chain of Parks
Leon County Humane Society
Lincoln High School
Marine Corps League
National Day of Prayer
National Parkinson Foundation
Northwoods Baptist Church

Panacea Waterfronts Florida
Pyramid Players
Refuge House
Rickards High School
Roberts Elementary School
Ronald McDonald House
Second Harvest of the Big Bend
Swift Creek Middle School
Tall Timbers Research Station
Young Actors Theatre
Youth Leadership Tallahassee
Tallahassee Ballet Company
TMH Foundation
Tallahassee Symphony Orchestra
Tree House
United Way of the Big Bend
Young Life Tallahassee





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Sweet Treat Cookie Cobbler

Recipe from CSR/Dispatcher Karla Barrentine

*Who doesn't love cookies, and who doesn't love
cobbler? The only thing that could make them
better is to put the two together ...*

Ingredients:

1 roll refrigerated "slice & bake" cookie dough (any flavor)	¼ tsp. salt
2 ½ cups hot water	¼ cup butter
2 cups brown sugar, packed	½ tsp. vanilla
	1 cup chopped nuts
	1 cup chopped dates

Directions

Slice the cookie dough and set the slices aside.

In a saucepan, bring the water, sugar, butter and salt to a boil. Stir until the sugar dissolves and the butter melts.



Then stir in the vanilla, nuts, and dates.

Pour the hot mixture into an ungreased 13 x 9-inch pan.

Place the cookie dough slices on top of the hot mixture.

Bake at 375 degrees for 20-25 minutes or until golden brown.