

Key Benefits of Regular Maintenance

1. Increases equipment efficiency
2. Promotes the quality of your indoor air
3. Lowers utility usage/cost
4. Prevents unexpected breakdowns
5. Extends the life of the equipment



Thank You for Bringing Out the Best in Us!



Ballou

Our grand dog, Ballou, is featured in most of our ads. Ballou is a single, eleven-year-old Libra. He is the oldest of four boys, two human and one furry. He basically attended USC with his mom and roommates, graduating in 2013. He loves swimming, dog parks, tricks for treats, Pelican's SnoBalls, his family and having his picture taken. He is perfect in every way and loves all people unconditionally. He is loved.

Some of Our Team Pride



Many local HVAC companies sold recently to national companies not in South Carolina. We are proud to be a local, South Carolina-owned business with our original owners and a great staff. SUPPORT YOUR LOCAL HVAC COMPANY!

NATE Certified Technicians are recognized as experts in their field for residential and commercial HVAC and refrigeration.



The Century Club Award is recognition from the U.S. Department of Energy and the EPA to companies nationwide for their efforts in making homes and offices in their states more energy-efficient through the Home Performance and Energy Star Program.

We are proud to represent South Carolina as a member of the Air Conditioning Contractors Association.



Our President, Teresa Wardlaw, was a 2018 recipient of the Women of Influence Award. The twenty-two women were selected for setting the pace in their professional careers as well as working to make the Midlands a better place.

We have been an accredited business with the BBB for many years with an A+ rating.



Being a BPI Contractor helps us take a whole home approach to your HVAC system(s). It is through our training and investment in building science that we test and not guess. We can identify problems with safety, health and efficiency in your home and/or business.

About Us

We are SC's premier, locally owned HVAC company and specialize in residential and commercial heating, air, plumbing and refrigeration. We take a whole home approach to our services.

Cool Care Heating, Air, Plumbing & Refrigeration has received the Building Performance Institute (BPI) GoldStar Contractor Certification in the State of South Carolina. Leadership in our organization is certified as Healthy Air Specialists, Mold Inspectors, Indoor Air Quality Specialists, Load Calculation and System Designers and Master Plumbers. Our employees are extensively trained by the Comfort Institute and are NATE-certified. Cool Care Heating, Air, Plumbing & Refrigeration won Honeywell's National RedLINK Challenge in 2009 for having the best designed project in the nation. We are in the Top 6% of Bryant Dealers nationwide, won Bryant's Southeast Dealer of the Year Award in 2017 and the Bryant Medal of Excellence in 2015 and 2016 as well as the Bryant Circle of Champions from 2014-2017.

We are also the only company in South Carolina to win the U.S. Department of Energy, U.S. Environmental Protection Agency and Home Performance with Energy Star's Century Club Award for home performance energy saving work. Cool Care Heating, Air, Plumbing & Refrigeration was voted the 2014, 2016-2022 "Best Heating and Air Service" by readers of The State, the 2016-2022 "Best Heating and Air Service" by readers of the Free Times and the 2018-2023 "Best Heating and Air Service" by readers of Columbia Metropolitan Magazine. We have an A+ rating with the Better Business Bureau, so you can be sure that we will provide superior care and expertise on your project(s). We regularly continue our education to keep up with the rapidly changing technology and solutions for our customers. In addition to state requirements, we are also held accountable to national standards that provide our customers the most up-to-date and efficient methods for home improvement.

Cool Care's mission is to become the company that all South Carolinians call when they want honest, reliable, fast and professional service for their heating, air, plumbing and refrigeration needs. We want to promote our values with all people we encounter whether they are a vendor or client.

Cool Care values integrity, honesty and a character of doing the right thing. We also pride ourselves on professionalism inside and outside of the office and take pride in all aspects of our work. Another core value for us is that we pride ourselves on family values; we treat our customers' property like it is our own. We perform these values with high efficiency by working smart, serving our communities through donations, service and volunteering and honoring God in all that we do. We operate with the adage of the Golden Rule - we treat others the way we want to be treated.

Cool Care Heating, Air, Plumbing & Refrigeration always strives to be better today than we were yesterday.



803.772.7715 • CoolCareHVAC.com •



Famously Cool

Residential Heating, Air & Plumbing Services



HVAC Preventive Maintenance Plan Options

	The Standard	The VIP	The Superstar
Membership Benefits	Good	Better	Best
Safety Inspection	X	X	X
Cleaning Coils and Drain	X	X	X
Visits Per Year	1	2	2
No Overtime Charges		X	X
21-Point Inspection Per Visit		X	X
Air Filter Change*		Up to Three 1" Filters	X*
No Breakdown Warranty			X
Priority Status	M-F 8am-5pm	Emergency Service Within 48 Hours	Emergency Service Within 24 Hours
Diagnostic Charge		50% Discount	No Charge
Repair Discount		10% Off	15% Off
Loyalty Replacement Program	\$12 Per Year Per Furnace \$12 Per Year Per Air Conditioner	\$25 Per Year Per Furnace \$25 Per Year Per Air Conditioner	\$50 Per Year Per Furnace \$50 Per Year Per Air Conditioner
Cost for One System	Monthly - \$15 Annually - \$180	Monthly - \$20 Annually - \$240	Monthly - \$49 Annually - \$588
Cost for Two Systems	Monthly - \$23 Annually - \$276	Monthly - \$30 Annually - \$360	Monthly - \$74 Annually - \$888
Cost for Three Systems	Monthly - \$31 Annually - \$372	Monthly - \$40 Annually - \$480	Monthly - \$98 Annually - \$1,176
Cost for Four+ Systems	Call for Pricing	Call for Pricing	Call for Pricing

Add Ons:

Dehumidifier/Humidifier/ERV Service During Maintenance \$60/ea
Service Only - \$200/ea

25lb+ Residential Ice Machine Service During Maintenance \$150/ea
Service Only - \$295/ea

Duct Cleaning
Call for Pricing

Dryer Vent Cleaning
Call for Pricing

CO Detectors
\$150

Attic Tents
\$225

Energy Audit
\$350

Pool Heater Service During Maintenance \$120
Service Only - \$225

Mold Test
\$400

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Estimates to Replace Equipment and Second Opinions Free of Charge.

## Why Invest In a Plumbing Maintenance Plan?

Our plumbing maintenance plans are designed to save you money. Plumbing emergencies can be expensive especially if it involves a lot of pipes or several different areas in your home. The goal of our plumbing maintenance plan is to help offset the costs of plumbing problems when they arise.

### Annual Plumbing Maintenance Will:

- Increase the longevity of your plumbing system
- Improves water flow and pressure
- Reduces costly emergency plumbing repairs
- Maintains a healthy plumbing system
- Saves you time when a plumbing repair does occur
- Helps protect your home from water damage
- Offers you peace of mind

Our plumbers are highly trained and experienced, ready to provide you with the appropriate maintenance check-ups to keep your plumbing fixtures reliable and as free of repairs and problems as possible. Chances are high, that at some point, you will have to call for plumbing repairs; however, you can fend off the costliest and biggest repairs by scheduling routine plumbing maintenance from the plumbing professionals here at Cool Care Heating, Air, Plumbing & Refrigeration.

### Plumbing Inspection

A plumbing inspection is ideal if you suspect any issues with your plumbing system or if it has been a long time since you have had your system reviewed for any issues. This service is a thorough visual inspection of all drains and water supply systems, drain line, flow of drains, any leaking fixtures, the working mechanisms of the toilet and the water heater.

### Plumbing Inspections Include:

- Visual inspection of the back side of toilets
- Condition of flappers
- Run shower and check drains
- Looking underneath house for visual inspections (i.e., sagging pipes, drips, leaks, etc.)

## Plumbing Maintenance Plans

No matter where in your home it is located, each part of your plumbing system incurs a significant amount of daily use. So, naturally at some point, it will need repair work; however, with proper installation, appropriate use, and regular maintenance appointments, you will get the most from your plumbing with minimal repair needs. Routine preventive maintenance will help your system work more efficiently, giving you less problems with factors like high and/or low water pressure, slow drains and clogs.

Regular maintenance check-ups are much more than just a drain cleaning (hyperlink to drain cleaning page). Our expert plumbers will inspect each toilet, faucet, drain, exposed water supply line, garbage disposal and more. We will check valves to make sure they are operable and ensure vent pipes are unobstructed. Your water heater will also be inspected as this is a vital component of your plumbing system.

Even if there are no clear signs of a problem with your plumbing system, it is a good idea to schedule video pipe inspection as part of your annual preventive maintenance service.

This will help ensure that no plumbing problems manage to sneak up on you. This is especially important for water and sewer lines, which so rarely receive professional attention under normal maintenance procedures. If it has been longer than two years since your plumbing system was last inspected, you should schedule a video pipe inspection as soon as possible.

To ensure that your plumbing system is inspected on a regular basis, we recommend this service annually. When you enroll in our plumbing maintenance program, you will receive a thorough annual visit that aims to keep your plumbing in optimal shape.

### Plumbing Maintenance Includes:

- Water heater flush for tank and tankless systems
- Checking the thermostat and elements of a water heater
- Maintaining the flow of your sewer system
- Maintaining water flow at all fixtures
- Checking the working mechanisms of your toilets
- Maintaining proper flow at your shower valves
- Checking and inspecting your garbage disposal and dishwasher
- Inspecting the water hoses to the back of your washing machine
- Yearly pressure test to the house so that it does not exceed manufacturer's specifications