

## SEASONAL SHIFT

### Take Control of Your Comfort

How would your home fare in a Goldilocks test? Would it be something like, "This room is too cold, this room is too hot, but this room is just right?"

Uneven air distribution can lead to a mixed bag of comfort. Some of this "unevenness" can be caused by air leaks through ducts or in crawl spaces, attics and garages and can be addressed with proper sealing and insulation. But some homes would also benefit from zone control in their heating and cooling systems.



way the wind blows and where the windows are located. It all adds up to multiple heating and cooling needs within one home.

The Department of Energy says that zone control is most effective when large areas of the home are often unused or are on a different schedule than other parts of the home. Zoned control systems could be a good option if your home:

- **Has more than one level**
- **Uses basements and attics as part of the living space**
- **Has a design that includes a lot of glass, vaulted ceilings or lofts**

Obviously, different spaces have different needs. For example, heat rises, which makes the **second floor warmer than the first**. Cool air heads downward, which makes the **basement cooler than the main level**. You can also add in which way the sun shines, which

If uneven heating and cooling is a problem in your home, give us a call. We'll show you how you can better manage your heating and cooling needs, be more comfortable and save energy. Just give us a call.

## MY WORD

By Kevin Kappl

Hello Friends,  
 Did you hear this story? Not long ago, an online shopping site in New Zealand had a glitch in its e-commerce system. Delightfully surprised customers started snapping up expensive televisions, iPods and other popular electronics merely for the cost of shipping and handling.



So, if the original price had been \$1500, and you got it for \$4.95, you'd say that was a good deal, right? Absolutely. Unfortunately, the mistake was soon corrected.

As more and more people took advantage of the glitch, they spread the word to more and more people (where else?) on Twitter. That's actually where the company itself heard about it – and pulled the site for maintenance.

People love a good deal. They love to tell their friends. And when something sounds too good to be true, it usually is.

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Your **Quick Call** Comfort Hotline:

**818-772-6215**  
 www.kapplhvac.com

**KAPPL**  
 HEATING & AIR CONDITIONING

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## Don't Lose the Air You've Paid to Heat or Cool

Your ducts are used by your heating and cooling system to distribute comfortable air throughout your home. But according to the EPA, in typical houses, about 20% of the air that moves through the duct system is lost due to leaks, holes and poorly connected ducts.

Duct sealing is a practical solution for these losses – which can lead to higher utility bills and can make it difficult to keep the house comfortable.

When your duct system is properly sealed, here are some ways you can benefit:

- **Comfort** – You'll be less likely to experience common problems, such as rooms that are too cool or too warm.
- **Indoor Air Quality** – Reduces the opportunities for pollutants to enter your home. Also reduces the risk of a "backdraft" of combustion gases coming into your living area from gas appliances.
- **Save Money** – Sealed ducts can improve the efficiency of your heating and cooling system, lowering energy bills. Just give us a call if you would like us to conduct a Duct Review on your home.

## HEALTHWISE

### Reducing Air Pollution

If most people were asked to do a quick word association about air pollution, chances are strong words like "city" and "traffic" would be among the first to come to mind. However, while large cities with heavy traffic are certainly susceptible to air pollution, city dwellers and drivers aren't the lone culprits when it comes to causing air pollution.

According to the Environmental Protection Agency (EPA), what we do inside our homes, regardless of where we live, can be polluting the air both indoors and out. To do your part, consider the following tips for reducing air pollution:

- **Recycle.** One of the easiest ways to help reduce air pollution is to participate in your community's recycling program. Recycling helps reduce air pollution by reducing production emissions. Plus, recycling helps to conserve valuable – and expensive (as you've probably noticed on your utility bills!) – energy.
- **Inspect your appliances regularly.** Inspecting heating and cooling systems (filters, in particular), can help reduce the emissions of harmful gases into the air both inside and outside your home. Have a professional (like us!) check your home comfort system in the Spring and in the Fall. If your system isn't operating efficiently, it

could be costing you significant amounts of energy dollars.

- **Proper storage and disposal of common household items.** Many items around the house can be very harmful to the environment if not disposed of or stored properly. One easy thing you can do to help the environment is to make sure your paints, pesticides and solvents are stored in airtight containers.

- **Look at things in terms of your physical health.** If you or your loved ones are struggling to adjust to a more air-friendly lifestyle, perhaps the context of personal health can help put things in a better, and more effective, perspective. Exposure to air pollution can aggravate asthma, lead to potential lung damage, cause coughing or shortness of breath and could result in premature death for people with existing heart or lung diseases.

Since these issues affect over 50 million Americans, chances are air pollution is affecting someone you know and care about.

### "Quotable"

*Spring, summer, and fall fill us with hope; winter alone reminds us of the human condition.*

*—Mignon McLaughlin*

**What we do inside our homes, regardless of where we live, can be polluting the air both indoors and out.**

## Home Safety Alert: Falls Are Leading Cause of Home Injury

Everyone trips and stumbles from time to time. But a simple moment of “not watching where you’re going” can have serious consequences. According to the Home Safety Council, falls at home cause more than 5 million injuries each year – and even account for nearly 6,000 deaths.

The Council recommends that you take a look at several areas, including:

- **Stairs and Steps** – For better protection, have handrails installed on both sides, and make sure they extend from the top to the bottom of the stairs. Use safety gates at the top and bottom with small children in the home. Also, keep the stairs clear of toys, laundry, books or other clutter. Finally, if any steps are broken, have them repaired.
- **Lighting** – Lighting helps us watch where we’re going, see hazards ahead and make adjustments. Make sure you have adequate lighting at entrances, on your porch and walkways

and at the top and bottom of the stairs. Also, place nightlights in the bedroom, hall and bathroom to prevent stumbling in the dark during unplanned visits to the bathroom or tending to snack attacks in the kitchen.

- **Reduce Slips** – A big injury can start with a small slip, and that can start with a small rug. Secure small rugs by taping them to the floor (or don’t use them at all). Place a mat or non-slip strips in the tub and shower and add grab bars. Also, use a bath mat with a non-skid bottom on the bathroom floor.
- **Other Good Practices** – If you have a two-story (or more) home, place window guards on upstairs windows to keep children from falling out. Put ladders away after using them – but not upright. Store them on their sides. And don’t forget one of the simplest “fall prevention” practices you can adopt: wipe up spills when they happen.

## CHRISTMAS TREE COOKIES

- 1 1/2 cups confectioners’ sugar
- 1 cup butter, softened
- 1 egg
- 1 teaspoon vanilla extract
- 1/2 teaspoon almond extract
- 2 1/2 cups all-purpose flour
- 1 teaspoon baking soda
- 1 teaspoon cream of tartar

**Directions** Mix confectioners’ sugar, butter or margarine, egg, vanilla, and almond extract. Stir in flour, baking soda, and cream of tartar. Cover and refrigerate for 2 hours. Heat oven to 375° F (190° C). Divide dough into halves. On lightly floured cloth-covered board, roll each half out to 3/16 inch thick. on lightly floured cloth-covered board. Cut into Christmas shapes. Bake on parchment lined baking sheets for 7 to 8 minutes. Let cool on wire racks and decorate as desired.



## Managing Medicines

With the many different medicines out there, looking into your medicine cabinet can be confusing and complicated. It’s hard to keep track of who in the family is taking what and the dangers of drug reactions, interactions and side effects. Even worse is the fact that serious drug reactions are increasing, according to a recent analysis reported to the Food and Drug Administration.

Now there’s a free online tool to help stay informed about the family’s medicines: MedNotes.

- **Manage medications profiles** for yourself and your family.
- **Get instant access to in-depth medical information**, drug comparisons, FDA alerts, drug interactions, plus food, allergy and medical condition interactions.
- **Choose to be notified** when new FDA alerts are issued and when new medications become available for your existing conditions.
- **Print health and medication records.**

MedNotes can be a valuable tool for your health management, and a potentially life-saving information source. To create your personalized MedNotes medication profile or for more information, please visit: [www.drugs.com/mednotes](http://www.drugs.com/mednotes).

## MY WORD (...from page 1)

Turns out, the orders didn't actually go through. Not surprisingly, the customers were given the option to purchase at the correct price or cancel the order.

The truth is, we might not be able to tell you where

you can get a plasma TV for less than the price of a cup of fine coffee. But we can tell you this.

### HomePoints

Storm windows and doors can reduce heating costs by as much as 15% by keeping heated air from leaking outside.

Whenever you've got an issue with your heating and cooling, we'll give you the best service at the best value and treat you like our best customer. If you'll tell your friends about us, we'll make the same pledge to them.

Sincerely,



Kevin Kappl

P.S. Please use the coupons in this newsletter for helpful savings for yourself – or share them with a friend!

## Your Comfort Counts.

### So count on us for:

- **24-hour Service, 7 Days a Week.** Why wait when you don't have to?
- **Your Brand and Your System fixed *right*** by neat, skilled techs.
- **Up Front Pricing.** Know the price before we start. No surprises!
- **Finance terms to suit your needs.** Let us help you.
- **Over 24 solid years** of caring service. Let us solve your problem.

Call **Kappl Heating & Air Conditioning at 818-772-6215.**

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## Clear the Air. Literally.

Breathing issues make a strong case for themselves. There are over 30 million asthma sufferers in the United States. Indoor air is 10-100 times more polluted than outdoor air. EPA ranks indoor air pollution as one of the top 5 health concerns. But what's even more important is that we can show you how to give your family clean air to breathe.

**Kappl Heating & Air Conditioning at 818-772-6215**

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## A Friendly Offer

We appreciate the friendship we share with you, our customer. It's a pleasure to provide superior service and value to you, and we'd like to extend this same expertise to your friends.

Just clip this out and give it to a friend who is having a heating/cooling problem. If they redeem this coupon with your name as the referral, we will give them a **\$15 discount**. After all, your friends are our friends, and we look forward to serving them soon!

**New Customer** \_\_\_\_\_

**Referred by** \_\_\_\_\_

**Kappl Heating & Air Conditioning at 818-772-6215**

(Discount only available to NEW customers)

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If your mailing address is not correct, please call us!

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HOMESENSE