

Fall/Winter 2014

HOME Comfort NEWS



AIR CONDITIONING & HEATING
281.651.5484 / 936.271.2030



BradburyBrothers.com

BRADBURY BROTHERS
HEATING & AIR CONDITIONING

131 S Trade Center Parkway
The Woodlands, TX 77385



Let your smart phone
take you directly to
our website!

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STANDARD
U.S. POSTAGE
PAID
N. Houston TX
PERMIT #247

<FirstName> <LastName>
<Address>
<City>, <State> <Zip>

FALL/WINTER 2014

HOME Comfort NEWS



Beat the COLD

KEEP YOUR FAMILY
WARM and SAFE!

Faulty heating systems are one of the main causes of fire-related and carbon monoxide-associated accidents. Who wants to take a chance with the safety of their loved ones? And what could ruin the holiday season more than a fire or injury? Don't take any chances!

Let Bradbury Brothers get your system ready for the holidays with our Heating Tune-Up...

Time for Your Heating TUNE-UP!
\$59 per system
Reg \$89

Thank You

loyal customers who have depended on us to meet their home comfort needs in the past. We appreciate all the new customer referrals we receive; a referral is the highest honor and compliment.

We will continue to offer the highest quality products available, on-going training for our staff and prompt, courteous service.

EARN REWARDS!

We love referrals so don't keep us a secret! Our customer referral program rewards you for spreading the good word.

\$100 Giftcard (of your choice) for referring a new customer that installs a new system

\$10 Starbucks Giftcard for referring a new customer that services their system



Compliments of:

BRADBURY BROTHERS
HEATING & AIR CONDITIONING

"We Take Care of Your Air"

A WORD FROM THE BRADBURY BROTHERS

WE MOVED!! Thanks to all of our wonderful customers, Bradbury Brothers was bursting at the seams at our old location so we took a great leap of faith and moved to a wonderful, new facility at:

131 S Trade Center Parkway
The Woodlands, TX 77385
281.651.5484 (Spring/The Woodlands areas)
936.271.2030 (Conroe areas)

We feel very blessed to have grown the way we have over the last few years, and it's all because of YOU, our loyal customers. You have continued to use us and to refer us to your family, friends and neighbors.

Stop by and pay us a visit. Come by for a cup of coffee. Meet our "World Famous Team". We have four operational HVAC systems heating and cooling our building that we can share with our customers as well as use for our continual technician training. We're always working to better serve our community, providing the "Ultimate Service Experience"!

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"We Take Care of Your Air"

CUSTOMER BRAGS

"These guys have been great to deal with. From the first time we met them to buy the AC to our first maintenance appointment, the service has been consistently outstanding. They take the time to explain everything to you so you can become a more knowledgeable customer. I would highly recommend them to anybody." George

"Bradbury Brothers were on time and very professional! They got right to work and solved my air conditioning problems in two hours that I had lived with for 8 years....Outstanding!! They also cleared a clogged AC drain line for no charge because in their words. It needed it!! These guys are great and I will recommend them to anyone for any heating or air conditioning needs. Keep up the great work guys!!" Jay

"Called Bradbury Brothers mid-morning to say our AC was not keeping up and they arrived midafternoon and got the unit up and going again in no time. Fast, friendly and fair. What more could you ask? I highly recommend Bradbury for your next AC emergency." Thomas

WORD SEARCH

A R W T X B W T V N D Z
 E E J E B W W U R S E W
 L T U M Q R E T L I F O
 G A W P K X S B F F W N
 V E D E Y J O I Z Z I S
 N H U R E E R R F Q N T
 F Q C A C E N B U B D F
 Z U T T A R Q M V R O C
 Z X H U N K P H I G W A
 H H D R R P X W C H Q N
 D R F E U Q J Q D T C S
 G Q M A F M H H M I Y J

FIRE FURNACE SNOW WINDOW
 CHIMNEY TEMPERATURE HEATER

TODD'S HVAC TIPS

What Do Customers Want?

That question has inspired numerous studies and the answers vary somewhat from industry to industry. Based on our experience, here are the top three items we think our customers yearn for:

Trust. You let us into your homes to fix problems, sometimes severe ones, even life-threatening situations. You have enough on your mind without having to worry about whether the service technician is competent, honest and someone you can turn your back on. That's why we do background checks and drug screening for everyone we hire. That's why we continually train our service technicians and customer service representatives to always listen to the customer's point of view and respect your wishes.

Convenience. When something breaks down in your home, you don't want to leave messages and hope someone calls you back in a reasonable time. You don't want to hear "maybe ... possibly" someone can get out there in a few hours. That's why we have live people answering our phones and make every effort to schedule service at a time that's convenient to you.

Value. Price is always a consideration, but price alone does not constitute value. Value is part of an equation that also includes quality, convenience, guarantees, friendliness and follow-up. We do not strive to be the cheapest home service firm in town. We do strive to provide the best value.

Did I overlook anything? Please let us know how we can serve you better.



Todd Bradbury

JASON'S FYI

Things You Should Know About Fireplaces

A fireplace connects with something imbedded within the human spirit. In prehistoric times our ancestors gazed in wonder at the crackling flames they relied upon for warmth and cooking. A roaring fire remains fascinating to humans thousands of years later, except for most of us those flames are a luxury rather than a necessity.

It's hard to imagine a more uncomfortable and inefficient form of home heating. A roaring fire can suck as much as 1,500 cubic feet a minute of interior air up the chimney. That's air heated by your furnace. The toasty feeling you get sitting near the flame disguises the fact that if you stand a few feet farther away you'll feel colder than you would without a fire going.

As heated air goes up the chimney, colder air from outside is being sucked in to replace it. The colder it is outside, the more pronounced this effect; and the bigger the fire, the greater the energy deficit. Glass fireplace doors can significantly reduce the energy loss. When the fire burns out, an open damper continues to draw heated air out of the house. So be sure to close the damper when the fireplace is not in use. Wood-burning fireplaces can also be a safety hazard. If you have a wood-burning fireplace, have a professional chimney sweep come once a year to inspect and clean your chimney.

Gas fireplaces, using either natural gas or propane, are much more energy-efficient than wood burners. Options such as a thermostat, multi-speed blower and electronic ignition can further enhance their efficiency and convenience. Combustion air gets drawn from the outside rather than using warm room air. Take special care to make sure that the flue is not obstructed. If a chimney or vent is blocked, it may cause carbon monoxide to build up inside the home. Fireplaces help take the sting out of winter for many people. Just make sure you keep it safe!



Jason Bradbury



Voted Best of The Woodlands again in 2014



\$50 OFF
Any Repair \$200 or more!

\$500 OFF
HVAC System Installation

Not valid on any other offers or on previous purchases



BRADBURY NEWS

ANGEL REACH

Angel Reach works with older teens that have out aged the foster system to assist in the transition to becoming successful and productive adults. These are some of our most vulnerable youth in terms of dealing with drugs, alcohol, and criminal behavior. Angel Reach's goal is to break the generational cycle of abuse, neglect and homelessness. Angel Reach is committed to assuring safety and security. Once this is done they can rebuild trust in others; develop spiritually; begin to have a sense of belonging; and rise above their backgrounds to become productive adults.



Bradbury Brothers have been privileged to help sponsor Angel Reach. We work hard at creating "good memories" through holiday parties, monthly dinners, and outings to "fun" places like Splashtown, Bowlero, and Ice Skating. Give us a call and join us some time.

MEET OUR TEAM

CASEY LOUGHRIDGE, SERVICE TECHNICIAN



This is a sample of how our customers feel about Casey: "Casey was not only on time, but early and I totally appreciate that. His customer service is outstanding and professional. I appreciated him making the effort to get to know me and our 4 dogs during our inspection. Our cat is in love with Casey! Animals are a true source of evaluating human character and our animals were very comfortable with Casey in our home, and that never happens."

ERNEST PRIM, SERVICE TECHNICIAN



Ernest has a way of making our customers feel right at home: "Having just moved to the US, I didn't know an AC Unit from a hair dryer. However, the very helpful Ernest Prim from the Bradbury Brothers team came to my rescue this week after a blown capacitor left me a tad uncomfortable in my first Texas summer. Thanks again for the excellent service! You can send Ernest out any time."