



# Condo Owner's Guide

## TO HEATING & COOLING MAINTENANCE

High Efficiency Inc. is an Ontario-based HVAC company that provides the very best in quality work and customer service. We can help you with all your cooling, heating, air quality, and other HVAC concerns.

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## Condo owners' guide to HVAC Maintenance

### The Problem:

Just moved into a new condominium? Or have you been enjoying your condo for a few years already? Either way, one thing you may not have noticed yet is your HVAC (Heating, Ventilation, and Air Conditioning) system.

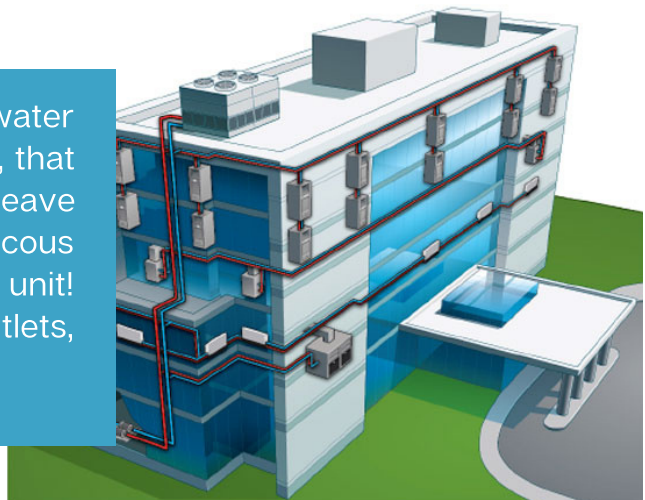
After years of enjoying the comforts of your condo's HVAC, you may suddenly find yourself having problems, such as the following:

- Intermittent failure (e.g., every 2 years), with repair costs ranging from \$200-\$900
- Noisy, clunky air conditioning or heating
- Air is blowing, but the hot and cold settings are no longer seem to have any effect
- You can hear the unit running continuously and barely achieving your desired temperature
- Eventually, the unit could even fail completely after as little as 5 years, despite expectations that it would last 15 years



## One critical reason for many of the aforementioned problems is scale buildup

Your condo's HVAC probably uses water as a heat transfer fluid, and over time, that water reservoir can start to leave mineralized deposits and form a viscous slime all through your heating and AC unit! This buildup coats your unit, inlets, outlets, and pipes with scale and oily grease.



Eventually, this can lead to many of the problems we outlined above, and more. Your heating may be sluggish to get up to temperature, or the fan may be blowing air with no temperature control at all. In the winter, when the water in the unit is hot, the scale and slime prevent the heat from transferring out into your condo. Then, in the summer, the opposite happens, and the buildup stops your unit from absorbing all that summer heat. When things get really bad, the unit may stop working altogether.

You may see that your condominium manager already takes care of regular maintenance for the HVAC at least once a year. However, this maintenance may just be as simple as changing the filters and doing a bit of superficial cleaning. That's still important for upkeep, but if you're still having trouble with the HVAC in your condo, your unit may need a much deeper cleaning.







## THE FIX: DESCALING YOUR HVAC SYSTEM

Descaling. Descaling is the process by which scale buildup is eliminated through the use of specialized chemical solutions. This cleaning solution needs to be biodegradable while still capable of loosening and dissipating scale and oily grease without damaging the important, sensitive materials and moving parts within the system. Descaling must be performed by professionals with specialized tools.

### HOW DESCALING WORKS

1. First, we isolate the HVAC unit from your condo building's internal water supply.
2. Then we flush the unit with clean water to remove any loose solids in the system.
3. Next, we pump in the chemical solutions we mentioned above, and they begin to loosen and dissolve the mineral deposits and greasy scale buildup throughout the unit.
4. We repeat Step 3 as many times as necessary until the solution pumping out is as clean as the solution pumping in.
5. Last, we do one more clean flush with fresh water.
6. Finally, we reconnect the unit to your condo's water supply and test everything to make sure your HVAC is working properly.



## BENEFITS OF DESCALING

### Unit efficiency, energy savings, lower utility bills, avoid pricey repairs

We got a service call from a 30-year-old condo building in Mississauga, complaining that the cooling and heating units installed only two years prior had become noisy and were not heating/cooling as fast as they used to.

We went in for the call and found that the unit badly needed descaling.

During the two hours of descaling we performed, we collected almost a quarter of a bucket of sand from the unit. We needed to run six cycles of chemical solvent and water flush. After all this, the heat pump unit worked like brand new!



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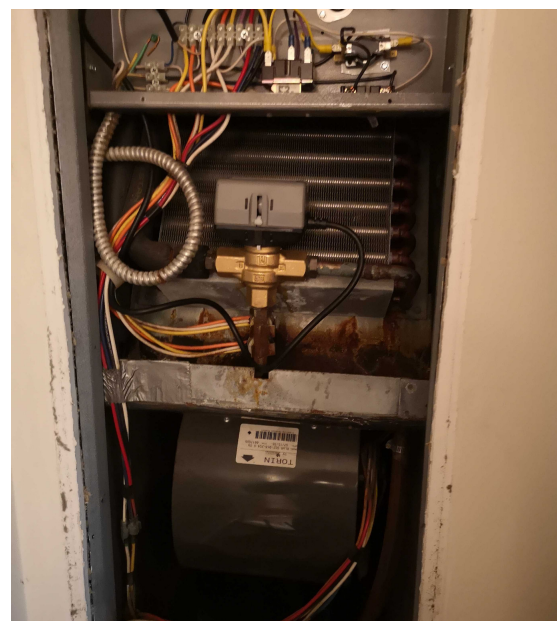
### Saving you money on unnecessary service calls

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We had one client who called and was upset that his condo's cooling/heating unit broke every two years and he had to pay nearly \$600 every time to get it working again.

Our technician went in and found that the unit's actuator, which is part of its electrical system, was broken due to scale buildup inside the unit. The actuator would be replaced (likely because this is a much easier quick fix), but without descaling, the new actuator would eventually fail just like the old one.

Our solution was to replace the actuator and then descale the whole unit. The result? A system that works like brand new, and an actuator that doesn't fail in two years! Our belief is that if you do it right the first time, you only need to do it once. You don't need to call for service every other year.





## CONCLUSION

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Annual descaling of your condo's water-sourced HVAC will save you money and headaches down the road. Not only will your comfort improve, as you'll be able to heat your condo in the winter and cool it down in the summer without issue, but in the end you'll also be dramatically increasing the unit's lifespan. This prevents costly repairs and expensive replacements well before they're necessary.

**Contact us today to book your  
descaling service!**

**905-307-2988**

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## HIGH EFFICIENCY: WHO WE ARE

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## Your Comfort is our Promise!

As a President's Award-winning, Carrier® Factory Authorized Dealer, we are world-class experts in our field. We guarantee 100% satisfaction, the best price, and total peace of mind.



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## What Our Customers Are Saying:



Great company to deal with. They arranged a convenient appointment and I received a text message regarding the arrival time. Their senior technician, was prompt, courteous and very knowledgeable. He was thorough and did an excellent job" - Olya



Best cooling& heating service in GTA. The brand has been there for 15 years for a reason!" - Jianshu C.



The technicians from High Efficiency come every year to do the yearly tune-up for our furnace. Very professional and provides us with good knowledge to keep our furnace well maintained and functioning well and at its highest efficiency. 100% recommend to anyone needing service for heating and cooling." - Brandon N.



I received a great service from Mark. He recommended, gave me all technical details I asked for and helped me choose the right equipment for my needs. He provided a very competitive quote. The installation was scheduled at a convenient time for me, was smooth and fast and now I ma happy with my new HVAC system." - Alexandru S.