



"WHERE CUSTOMERS SEND  
THEIR FRIENDS"

(913) **535-8039**

[www.topnotchheatingandair.com](http://www.topnotchheatingandair.com)

- You Never Pay Overtime
- No Voice Mail - a friendly person will always answer your call day or night!
- Employee Background Checks
- 24 Hour Service - 7 Days a Week
- Angie's List Super Service Award Winner 7 Years in a Row
- Weekend & Evening Appointments Available

*Cool Ideas . . . Hot Topics*

**Fall 2012**

## Your COMFORT is our BUSINESS!

Top Notch services both residential and COMMERCIAL equipment.

You may already know that Top Notch Heating, Cooling and Plumbing is a residential and COMMERCIAL heating and cooling company, but do your friends, neighbors and boss know? For years you've been sending your friends to Top Notch, but we're here to remind you to send your boss and business acquaintances our way, too!

Our COMMERCIAL customers receive the same V.I.P. treatment we give all our residential customers. To show you we mean business, you'll find an unbelievable referral offer on our back cover in your special V.I.P. Rewards section. We'd love to hear from you!

Remind your business buddies that we are a notch above our competition:

- Better Business Bureau A+ Rating
- Angie's List Super Service Award winner 7 years in a row
- Member of the Lenexa Chamber of Commerce
- Our owner, Mike Brosseit, is the President of the local chapter of Air Conditioning Contractors of America
- We offer one of the best warranty programs in the industry

- NATE-certified technicians (North American Technician Excellence)
- Family-owned and operated for nearly 40 years

As a matter of fact, why not just pass on this newsletter to a business owner you know? They can discover for themselves all the benefits that come along with doing business with Top Notch, especially those service pluses mentioned in the upper right hand corner of this page.

Don't forget to mention that Top Notch can service boilers and we are a Lennox Premier Dealer and a Trane Comfort Specialist.

**Yes, you heard right... we are now specialists in Trane equipment!**

It's hard to stop a Trane, and we are proud to add the Trane name to our list of quality product offerings. To receive recognition as a Trane Comfort Specialist, Top Notch met stringent qualification standards and was

recognized for our commitment to being the best in every aspect of our business. Not just any HVAC contractor can make the cut, proving once again that Top Notch really is a notch above the rest!

*See Page 4 for fall rebate offers from Lennox, Trane and Top Notch.*



**Family-Owned & Operated**  
*Serving Johnson County for over 39 years!*

[www.topnotchheatingandair.com](http://www.topnotchheatingandair.com)

**24-Hour Service  
7 Days A Week  
*Never a charge  
for overtime!***

# V.I.P. MAINTENANCE

## Top Notch's 3 Levels of Service:

### V.I.P. Maintenance Agreement

\$189/year or \$15.75/month for 1 system and includes:

- One air conditioner clean & check
- One furnace clean & check
- **\$20 OFF** service call
- **15%** discount on equipment, parts and labor
- **\$30 Loyalty Credits** each year towards equipment replacement

### Signature Service V.I.P. Agreement

\$239/year or \$19.92/month for 1 system and includes:

All the same benefits as our V.I.P. Maintenance Plan above **plus...**

- One Mid Winter "Peace of Mind" Check to check humidifier, clear drain line, check CO levels, replace standard filter, and visual inspection of furnace operation
- **\$40 Loyalty Credits** each year towards equipment replacement

### Pinnacle V.I.P. Agreement

\$395/year or \$32.92/month for 1 system and includes:

All the same benefits as our Signature Service V.I.P. Plan above **plus...**

- Additional discounts on replacement equipment
- **\$50 Loyalty Credits** each year towards equipment replacement
- **AND BEST OF ALL ... FREE REPAIRS ON YOUR FURNACE, AIR CONDITIONER AND HUMIDIFIER!!**

**The benefits of a Top Notch V.I.P. Maintenance Plan: Priority response to your emergency calls. Prolongs the life of your equipment. Safety. Peace of mind. Lowers utility bills. Avoids costly repairs. Sign up today!!!**

## VOTE TOP NOTCH for all your COMMERCIAL needs!

*By Mike Brosseit, Owner  
Top Notch Heating, Cooling and Plumbing*



Okay, we couldn't resist addressing the 2012 Election in some fashion during this fall newsletter installment. But seriously, when you elect your next heating and cooling contractor, make sure you are making the smart choice by comparing us and the competition. When you do, be sure you ask about credentials, training, warranty programs and maintenance package options.

For years commercial clients have turned to the Top Notch pros to install and service their heating and cooling systems because they've found us to be a notch above the other candidates. We want your business and we are prepared to work for it and earn your trust!

Not happy with your current contractor? Give us a try. Feel you are paying too much? Let Top Notch quote your next repair, install or service project. Want to protect and prolong your valuable HVAC investment? Check out our V.I.P. Maintenance Agreements loaded with extra perks.

The frontrunner in residential heating and cooling is also the leader in commercial HVAC contracting, too. Call us anytime, and don't forget to follow us on Facebook and Twitter for industry news and Top Notch commercial specials!

**Just so you know...** *Top Notch has a new Field Operations Manager, Matt Arenholz, a true technical genius. Matt is responsible for handling just about any technical question as it relates to customer products, installs, service and more. We've also recently added Sean Barger to our staff of friendly, knowledgeable service technicians. Sean is a specialist in commercial and boiler service and repair.*

## ADD a SMART THERMOSTAT to your list of high-tech gadgets

It's tough not to get excited about two new temperature control devices that take your home's comfort to new levels. If you think your phone is smart, take a look at these thermostats.

Meet Gemaire's Nest, the only thermostat that improves with time. No more programming, no more constantly changing the temperature. The Nest™ Learning Thermostat™ programs itself in a week to keep you comfortable and save energy. Top Notch has just been approved as a Nest Certified Professional, so call us now, and we'll get you set up in no time.



Lennox's icomfort Wi-Fi™ thermostat lets you set your home's temperature and save energy from anywhere in the world, using a smart phone, tablet or laptop. Remote access, along with live weather forecast and automatic updates, offers a level of convenience that goes degrees beyond what's possible with a standard thermostat. If you are a frequent traveler, let Top Notch hook you up with your smart phone's new best friend.



Get smart now and begin saving energy and dollars today!

## DUCTLESS MINI-SPLITS prove EXTREME EFFICIENCY comes in small packages



A mini-split ductless system is the solution for the rooms in your home that never seem to be at the right temperature. You know the spaces we're talking about: sunrooms, media rooms, rooms over garages, remodeled basements, room additions, etc.

As the name implies, ductless mini-split heat pumps and air conditioners don't require costly ductwork installation. The indoor and outdoor unit parts are small, quiet, efficient and reliable, providing comfort when and where you need it during winter or summer. You control your personalized "zoning" by a remote control.

These unique and versatile systems come in attractive, sleek, unobtrusive jackets that won't look out of place or draw unwanted attention in a room. A variety of color options are available to fit any style and décor. Think of a ductless mini-split air conditioner or heat pump as a safe and secure alternative to a window air conditioning unit or a space heater.

Intrigued and want to learn more? Give the heating and cooling experts at Top Notch a call at (913) 535-8039.

### Meet TOP NOTCH Service Technician Tim Schembs

Customers request Tim time and time again because he's a real pro at everything he does. While service is his favorite part of the job, Tim is also an expert in duct cleaning, installation and maintenance. Before learning the HVAC industry and joining Top Notch almost eight years ago, he started out in the plumbing industry. "After getting married and having kids, I realized I needed to add hvac skills to my plumbing skills."



**Favorite Leisure Activities:** When you're working between 40-50+ hours a week, Tim says there isn't time to do much else but help his kids with homework and participate in their activities. He and his wife, Jessica, have three boys ages 11, 10 and 8. Needless to say, sports are all consuming at the Schembs' house. Tim is a former baseball coach, but more recently his boys have focused on basketball and wrestling.

**Favorite TV Shows:** *Big Bang Theory* and *Criminal Minds*

**Summer Vacation:** "It's been a hot, brutal summer," said Tim. He's looking forward to his upcoming vacation. "My wife says we are pulling a Griswold," he laughed. The family is planning a visit to the East Coast, a stop back in the Midwest to see his brother off before the Marines ship him to Africa, and a final stay in Arizona before heading back to KC.

"I have really enjoyed the relationships I've developed with so many customers over the years," concluded Tim. "I've watched lots of their kids grow from toddlers to teenagers before my eyes!"

**Top Notch Heating, Cooling & Plumbing**

info@topnotchheatingandair.com

★ COUPON ★

## \$50.00 OFF TANKLESS WATER HEATERS

Top Notch  
(913) 535-8039  
Expires December 7, 2012

CA912



★ COUPON ★

## MERV 16 FILTER SPECIAL!! Buy One Get Second One 1/2 Price

until December 7, 2012

Top Notch  
(913) 535-8039  
Not valid with any other offer.

CA912



★ COUPON ★

## \$149 FOR A/C SURGE PROTECTION

Top Notch  
(913) 535-8039  
Not valid with any other offer  
Expires December 7, 2012

CA912



### Come May 1, 2013, 80% efficient furnaces will be a thing of the past for KANSAS and MISSOURI HOMEOWNERS

Even though the federal mandate requiring the installation of only 90% AFUE or higher efficiency furnaces doesn't go into effect until next spring, HVAC contractors like Top Notch are already depleting their supply of the standard 80% efficient furnaces. We urge you to plan for the future, especially if your furnace is 10-15 years old or you are preparing to remodel. This earth-friendly regulation could turn out to be an unfriendly and unwelcomed expense for many homeowners.

Here's why:

- Although a 90% AFUE (Annual Fuel Utilization Efficiency) furnace will provide great energy savings down the road, the units are more pricey than the 80% efficient models available now.
- 90% AFUE furnaces require different venting. Most less-efficient furnaces in homes today use steel or metal flue piping often vented through a chimney.
- Installation of new PVC piping required for the 90% AFUE furnace may be costly, if not near impossible, depending on the age of your home or the way it is configured. Drainage and outdoor access are possible issues.

Purchasing an 80% AFUE furnace this winter will be hassle-free and more-affordable. If you have an older unit or are planning a home remodel, Top Notch can assess your specific situation and see if you will be affected by the new mandate. When remodeling, we can put in the proper ductwork now so you won't have any surprises later on. HURRY because 80% AFUE furnaces are in high demand and will go fast!

**Hot Topics**

# FALL SPECIAL!!!



HOME COMFORT SYSTEMS  
Innovation never felt so good.™



It's Hard To Stop A Trane.®

Top Notch  
will **match** the  
**LENNOX and TRANE**  
**REBATES**  
**up to \$1000**

Offer Expires November 30, 2012

***LENNOX or TRANE, it's all the  
same as long as they are installed  
by Top Notch!!!***

24/7 – CALL 913-535-8039 – WE NEVER CHARGE FOR OVERTIME!

## V.I.P. REWARDS

Receive a **FREE** VIP  
Maintenance Agreement  
from Top Notch Residential and Commercial  
Heating & Cooling Company

(See front page cover story for more information)

### *Here's how:*

*Help us spread the word that we also service  
COMMERCIAL customers by referring your  
commercial friends to us. When your new commercial  
referral buys a VIP Maintenance Agreement for their  
business, we'll give you a VIP Maintenance Agreement  
on your home system.*

We're easy to get a hold of by phone, e-mail or online!

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## TOP NOTCH

Heating, Cooling & Plumbing  
Where Customers Send Their Friends

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Lenexa, Kansas 66227  
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RETURN SERVICE REQUESTED

To:

## When WEATHER raises havoc in your life...

Top Notch to the rescue! We've seen it all in Kansas City in 2012 – drought, relentless heat, little snow, wildfires – and these weather extremes can cause interruptions in daily living. Is your home prepared for the next power outage or electrical surge Mother Nature has in store?

**Surge Protectors** are available to protect your HVAC investments just as you would use to ensure the safety of your electronic equipment. Your heating and cooling equipment has sensitive electronic components that can be damaged with frequent electrical surges from your power company. HVAC surge protectors monitor incoming currents and shut your equipment down in case of spikes. (See Page 3 for coupon.)

Weather is the #1 cause of power outages. For reliable, safe power backup, a **residential generator** gives you peace of mind when the power goes out. Top Notch and Lennox offer a range of sizes to meet your individual needs. Power is restored in as quickly as 10 seconds, enabling you to get on with life without missing a beat.

**Water conservation tips during this extreme drought: Make sure your home is leak-free. Repair leaky faucets and toilets. Consider purchasing a low-volume toilet that uses less than half the water of older models. One drop per second from leaky plumbing wastes 2,700 gallons of water per year!**