



Dear Advent Family,

We are all enduring hardships due to severe winter weather in our great state, Texas. Not everyone is experiencing the same difficulties but we are all here for each other. We want to say thank you, not only for being our loyal customers, but also for being people who understand what is going on for a large majority of Texans.

It is so hard for us to say that we can't get to you right now. Our beloved staff is also enduring some of the same hardships as you. This is making it exceedingly difficult to deliver on the service we strive for each of you to receive. However, the safety and wellbeing of all, is incredibly important to Advent. With that being said, we want to say thank you in advance for your patience and understanding.

As we work through this emergency, we want to make sure we are explaining all of the steps we are taking to reach as many of you as possible. We are working diligently to address all of the phone calls coming in and speak to each of you directly. Unfortunately, it does take time to gather all of the details surrounding each of your circumstances. In turn, we are asking for your help.

As we navigate the abundance of calls coming in, we ask that you please know we see you, we hear you, and we have not forgotten about you. It is taking longer than we would like to get to each of you individually, as a direct result, we feel your frustration.

In the meantime, we thought that everyone would benefit from a brief note outlining troubleshooting your system, how to help keep heat IN your home, safety tips, and emergency help. These are things we want to share, in hopes that we are still able to help, even when we are unable to be at your door.

This week has been and will continue to be, run by a very small group of team members. Until everyone can return to work safely, we will not be in our offices. The team members that are able to serve you are the few with power and internet. Those few are extremely grateful to have the capability to help all of you, our wonderful customer's, as much as possible.

One thing that will help us get to each of you in a more timely manner, is to allow us some time to reach back out to each of you before calling in again. Our goal is to be able to speak with each of you within the same day. Additional phone calls can slow this process down with the small team we have available. If we do fail at our goal, please forgive us, we will make it up to you when we are running on all cylinders again.

In the meantime, please take a moment to look over the Advent's list of cold weather tips on the following page, these may help you stay comfortable through this storm.

Again, we see you, we hear you, and we are doing everything in our power to help you.

Sincerely,

Advent Air Conditioning

Troubleshooting Tips:

1. Do you have power in your home?
 - Even with a gas fueled systems, electricity is required for it to operate
2. Are you experiencing no heat, blacked out thermostat, system fault codes, or lock out codes after power outages?
 - Reset the breaker associated with your equipment
 - Give your system some time to run and catch up
 - Check with your gas company to see if your gas pressures have been lowered, this can cause your system not to operate at its fullest extent
3. Is your system struggling to match the temperature set on your thermostat?
 - Your home is designed to maintain 53 ° above the “ feels like” temperature
 - “Feels like” temperature is a combination of air temperature, relative humidity, and wind speed and can be found in your weather apps
 - If the “feels like” temperature is -10 °, your home is designed to be able to get to 43° in these extreme conditions
4. Do you have multiple systems?
 - If you are experiencing one or more of your systems down, move to another area of the home still being served by another unit
 - Close any connecting doors between the two spaces or find an area that can be separated by physical barriers with heat operating to maintain the temperature within that space
5. Are your systems operating but separated by floor levels? If so, are you also experiencing heating issues on the lower floors?
 - This is common during these extreme temperatures because of heat rising to the upper floor levels
 - In this scenario, if at all possible, relocate to the upper floors until the low temperatures pass
 - Can you seal off your stair well?
 - You can use a tarp, a blanket, or even a sheet to slow the heat from rising and help keep it on the lower level
 - If the above options are not possible please see our tips on keeping your heat in the home

Keep your Heat:

1. If your HVAC system is running, turn your fan into the on position, this will circulate the already heated air, throughout the home helping you and your family stay comfortable
2. Block the Drafts
 - Use any type of tape to seal around gaps in doors and windows
 - Use blankets, towels, old t-shirts to close gaps under doors
 - Open your blinds & drapes when the sun is out, allowing for heat to enter the home
 - Close your blinds & drapes when it’s dark to help keep cold air out
3. If you have a fireplace use it to help maintain temperatures inside your home
4. Layer up with clothes and blankets, use layering to help maintain your internal body temperatures
5. Snuggle up with those around you, this is an effective way to keep you all warm
6. Walk around periodically, do some jumping jacks, anything to get you blood moving

Safety Tips:

1. Do not use propane heaters, cook tops or live fires in the home or garage, these items produce potentially fatal carbon monoxide gases
2. Drink lots of water, you dehydrate faster in cold climates
3. If you must venture outdoors, wear protective layers on your head, hands, and feet
4. If you must get on the road, have an emergency kit.
 - This should consist of extra clothes, blankets, food, and water for everyone in the vehicle.
 - If you do become stranded, don’t exit your vehicle, stay put and call 9-1-1

Resources for Emergencies:

1. If you are facing an emergency situation, please call 9-1-1
2. Reach out to a neighbor, family, and friends see if they have heat and you can get to their home
3. DFW has warming stations available across the metroplex for public use, below is a link provided by culturemap Dallas
<https://dallas.culturemap.com/news/city-life/02-16-21-warming-shelters-dallas-fort-worth-power-outage-cold/>