



Mark Utz

*Comfort Consultant,
Holtzople Heating & Air Conditioning*

My name is Mark Utz. I am a Comfort Consultant at Holtzople Heating & Air Conditioning with 40 years of experience in the heating & air conditioning profession. I carry a Maryland State Master HVAC License, along with several certifications. I have been actively designing and installing geothermal heating & cooling systems for 25 years. Ask me about my passion for training! I am proficient at in home analysis of your heating & cooling system and can design a customized solution that will meet your specific wants and needs.

I am a lifelong resident of Carroll County. I am married with 5 children and 2 grandchildren. My hobbies include traveling, playing golf, fishing, raised bed gardening, reading, going to the beach, spoiling my tea cup Yorkie (Jack) and spending time with my family.

As a member of the Holtzople Heating & Air Conditioning team, I individually pledge that:

- I will treat you, your family, and your home with the utmost respect.
- I will propose and design a system tailored to your family's energy savings, health, safety, and comfort needs.
- I am committed to your full satisfaction now and in the future.
- I will be your single point of responsibility to meet your needs before, during, and after your installation.
- Rather than achieving transactions, my ultimate goal is to build long-term relationships with my clients, so that you will feel comfortable recommending us to your friends and family.

What to expect with our in-home consultation

- I will give you a call approximately 15 minutes prior to my arrival.
- Upon arrival, I will briefly discuss the scope of the work with you to ensure you have a clear understanding of your product.
- After discussing your needs, I will want to see the locations in and around your home where work will take place, then discuss the appropriate products for your project.
- I expect to be in your home for about 1.5 to 2 hours. Please let me know if that is an issue, and we can work out another timeline.

I, along with the Holtzople team, appreciate the opportunity to provide a proposal for your project and thank you for your time. I also encourage you to evaluate our proposal and company as a whole against our competitors to ensure that the project you envision is on budget and surprise-free.





We offer financing options including...

- Competitive interest rates when you take advantage of special terms
- Convenient monthly payments that fit your budget
- Revolving line of credit that you can use over and over
- Easy-to-use online account management and bill pay

For more information, visit: <https://holtzople.com/resources/financing/>

Why we use digital gauges

Improper charging of air conditioning units will reduce their efficiency performance. “A 20% undercharge resulted in a 21% reduction in SEER while a 20% overcharge produced an 11% reduction in SEER.”

SOURCE: Texas A&M University, An Evaluation of Improper Refrigerant Charge on the Performance of a Split System Air Conditioner with Capillary Tube Expansion

Why we use nitrogen during our installation

Using nitrogen during installation prevents oxidation from forming within your refrigeration lines that can lead to poor system performance. “It is good practice to purge an inert gas such as oxygen free nitrogen to prevent oxides (scale) forming on the inside of the pipe.”

SOURCE:

www2.epa.gov/sites/production/files/documents/RealZeroDesigningOutLeaks.pdf

Explanatory Video: www.youtube.com/watch?v=Bpqxbc9Xq5Y

If you have any questions, please don't hesitate to reach out!

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For questions regarding your appointment, please call:

Melissa Smith

Sales Coordinator/Comfort Consultant

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