



Your comfort is our business with family tradition since 1971.

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## 2013—2014 MEDIA KIT

Shamrock Heating and Air Conditioning was started in 1971 to provide residents of DuPage County with exemplary service and quality products for their heating and air conditioning needs.

In 1969 after I completed my duty with the United States Navy, I was anxious to start a family. I started to do handyman jobs in the Brandywine subdivision of Villa Park. Two years later, I started Shamrock Heating & Air Conditioning along with my wife Kathy. Together we faced many challenges in growing our business, but one thing always remained the same. Never do anything that is not in the customer's best interest! This is something that is hard to come by in the heating and air conditioning industry, so this was greatly appreciated by my customers. Over the years, my business has grown, but I have also stuck that need to be honest and I make sure that my employees do the same. After all, I need to be able to sleep at night too. My sons (Tom Jr. and Will) are now both working with me and they believe this with all their hearts, so as we continue to grow, we will not back down from this basic philosophy.

Tom O'Connor  
Owner/President

### What can Shamrock do for you?

Shamrock Heating & Air Conditioning is a full service residential heating and air conditioning company. We do maintenance, service, residential replacement, and indoor air quality.

**Maintenance** - We highly recommend that homeowners get annual maintenance (i.e. tune-ups) done on their furnaces and air conditioners. Maintenance can save money on your energy bills as well as prevent future breakdowns. Over 90% of breakdowns can be prevented just by having a tune-up. We offer a Maintenance Plan that locks in your discounted tune-up price for three years and also offers discounts on all of our other services including new equipment.



**Service** - We have technicians available 24 hours a day / 365 days a year...even on Christmas. If your furnace or air conditioner stops working, we are only a phone call away. We stock our trucks with over \$10,000 worth of parts, so most likely we have the part that you need and can fix right then and there.

**Residential Replacement** - Did you know that the most important day in the life of your new furnace and air conditioner is the day that it is installed? That is because so many things can go wrong during an installation that can cause problems down the road for the homeowner. Our installation crews have the best training available and they also have stringent guidelines set by us to make sure that they have done everything to successfully install your equipment. Even if they were to make a mistake, you can rely on Shamrock's "No Lemons guarantee" and our "One Year Test Drive".

**"No Lemons Guarantee"** If your furnace or air conditioner should have a catastrophic failure within 5 years from the date of installation, Shamrock will install a new furnace or air conditioner...completely free of charge!

**"One Year Test Drive"** During the year following the installation of your furnace or air conditioner, if for any reason you are not satisfied with your equipment, we will remove the equipment and return your money.

**Indoor Air Quality** -Shamrock Heating & Air Conditioning is concerned about the quality of the air in your home. Using advanced technology, we can inspect your duct work for dust and debris build up. If you need a duct cleaning, we will perform a Tora-Vac duct cleaning which does not involve adding any chemicals to your duct work and also allows us to remove the dust and debris completely. We will also perform a follow-up inspection once our work is complete so you can see for yourself that we have done our job.

If you or someone in your family has allergies, we also carry a full line of products like high efficiency filtration systems that may help these pesky medical conditions.

## An Ongoing Commitment to Quality Service

Shamrock Heating & Air Conditioning has a very rigorous screening process for potential employees. We do not allow any technician into your home that we would not allow into ours. We do nationwide criminal background checks along with random drug tests. You can feel safe with a Shamrock technician in your home!

All of our technicians go through hundreds of hours of on-the-job training with a Senior Technician before they are allowed to go to appointments on their own. More than one Senior Technician does the training to ensure that each technician is thoroughly prepared and also will adhere to our Core Philosophy of never doing anything that is not in the best interest of the customer. Every single one of our technicians are NATE certified and have also been certified as Professional Safety Technicians.

We are very proud to employ several technicians that have been with our company for more than ten years. In fact, one of the first technicians that we hired back in 1984 is still employed with us today. We treat every member of our team like family, and we expect each and every employee to treat each one of our customers like family as well.



## An Ongoing Commitment to Quality Products

You may have noticed that some other heating and air conditioning companies will have a manufacturer's logo on their trucks. Typically the reason why they have done this is because they have agreed to exclusively sell that manufacturer's products. At Shamrock Heating and Air Conditioning, we have never done this. We offer many options from more than one manufacturer so that we can make sure that you are getting what you pay for. If one brand's quality starts to decline, we will stop selling their products. Back that up with our "No Lemons Guarantee" and our "One Year Test Drive", you can have confidence in Shamrock Heating and Air Conditioning.

## Technology that has changed the HVAC Industry

Shamrock Heating & Air Conditioning exclusively uses the Inspector™ Video Heat Exchanger Inspection Camera in DuPage County. This camera system allows homeowners to see what the technician sees inside their furnace. The heat exchanger is the chamber inside the furnace that contains all the combustion gases before they are vented out of the house. If a crack or hole is in the heat exchanger, this means that these gas by-products could be contaminating your household air. Before this technology, technicians had to inspect the heat exchanger with a flashlight and mirror. There were big problems with this method of inspection because the technician could only see a portion of the heat exchanger. If he did find a crack or hole, it was virtually impossible for him to be able to show the customer, so the customer had to take his word for it. With the Inspector™, customers can now see exactly what the technicians see and they can also inspect more of the heat exchanger than ever before.



Shamrock was the first company to regularly use this technology and over the years has become trainers on this camera system. HVAC companies from all over the United States and Canada come to Carol Stream, IL to have Shamrock technicians train them on proper usage of this technology.





Have a Smart Phone?  
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with Family Tradition since 1971

**630-469-2080** or on the web at  
**[www.ShamrockHeating.com](http://www.ShamrockHeating.com)**

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