



## COOL Christmas News

December Edition 2010

### PUMP IT...

Every summer we push the cooling aspect of our heat pumps to the Wellington market. Our summer has started well with some gorgeous warm and windless days late in November. After last summer, lets hope this heat continues!!

When it gets hot and sticky, us hardy kiwis just throw open the ranch slider and live outside. We BBQ, dine alfresco and then sleep with our windows open!

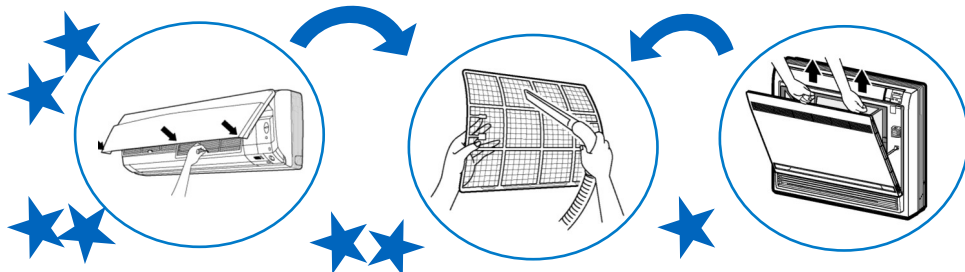
However, now that our homes are becoming better insulated and are built to higher standards, cooling down is not always as simple as that.

All our heat pumps are reverse cycle air conditioners so the investment you make to keep your home HOT when it's not, will also keep you COOL when it's hot! Mitsubishi Electric have some of the quietest heat pumps on the market - these are perfect for cooling down bedrooms so that you can sleep easy. Great for children now that daylight savings has kicked in. They find it hard to sleep when the sun is shining and their bedrooms are too hot and sticky. We can cool them down so you both get a better nights sleep!

If you would like to PUMP IT this summer and fight the heat, just pick up the phone and call 0800 **HOT** 111.

### CLEAN IT...

Yep, it's spring cleaning time again. And your heat pump is NO exception - especially as we head into summer and you may find you want to use it on COOLING. It's important to check your indoor filters every couple of months to ensure they are clean and free from dust build up. If you have a floor console you may need to check more often as it's closer to the floor. It's simple to do, just open the unit, pop out the filters and give them a light vacuum. We also recommend you get a full service once a year. Just like your car, your heat pump needs an annual 'WOF' to ensure it continues to perform as well as it did the day it was installed. If you haven't received a DIRTY SERVICE reminder from us in a while and think you should have, call us and we will update our database.



### SURF IT...

We have launched our brand new website and we like it!! It's clean, fresh and easy to navigate between pages. Log on and check us out!!

[www.HotChilly.co.nz](http://www.HotChilly.co.nz)

### PROFILE IT...

As well as residential heat pumps, HotChilly also has a large commercial division. We are currently working on the new Telecom building affectionately known as Willis Central. If you live or work in the city, you may have been following the progress of this building from the outset. It is in the mid to lower end of Willis Street. HotChilly is installing the mechanical services and chilled beams to ensure that the entire building is kept at a comfortable and even temperature all year around.



Earlier in the year there were a few media reports of outdoor units that had rusted or corroded due to salt and sulphur exposure. Whilst here in Wellington we don't have much cause for concern with regard to sulphur, we do have a number of extreme coastal locations. Coastal corrosion takes many different forms. It can either be aqueous, atmospheric or a mixture of both. Corrosion can occur by contact when seawater or salt laden air combines with oxygen to electrochemically attack metal surfaces. Our sales consultants always take this into account when positioning the outdoor unit and will select a location that is protected from the extremes as much as possible. Salt laden air or coastal corrosion in heat pumps is best prevented by regular maintenance. As the heat pump owner, we recommended you wash the outdoor unit every couple of weeks with a wax based cleaner. Car wash is good. We also recommend that you have the unit fully serviced by us, on an annual basis.



SHOW IT...



On the 4th, 5th & 6th of March next year, we will have our HotChilly stand at the Te Rau-paraha Arena in Porirua for the Home, Leisure & Living Show. We will have some BIG specials for the entire month so tell your friends and family who we haven't pumped yet to come visit our stand!!

BUILD IT...

What are your plans for 2011? Renovation? New build? If you are, and are considering another heat pump, make sure you send us your plans and get us involved at the construction stage. This allows us to pre-pipe your units to disguise the pipes and electrical feeds. Heat pumps are still the most popular form of heating for new homes and with some great NEW products available there is now even more choice!



MEET IT...

Meet a couple more of the key HotChilly residential team...



**Natalie Cull**

Residential Sales & Marketing Manager

Natalie has been with HotChilly since 2008 and is a valued member of the team. She has extensive staff and administration experience and a natural flair for marketing. Natalie is very customer service orientated and enjoys the company culture at HotChilly. Outside the office most of her time is taken up playing taxi and ATM to her two teenage children!

**Veronica Ayson**



Sales & Marketing Assistant

Veronica is relatively new to the HotChilly team, joining us late this year. She hails from Timaru... but we hired her anyway! She has a marketing degree and spent her first two years post varsity in a media related role. Veronica and her lolly jar have fitted well into the office and outside of work she likes a little touch rugby to wind down after a busy day!

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