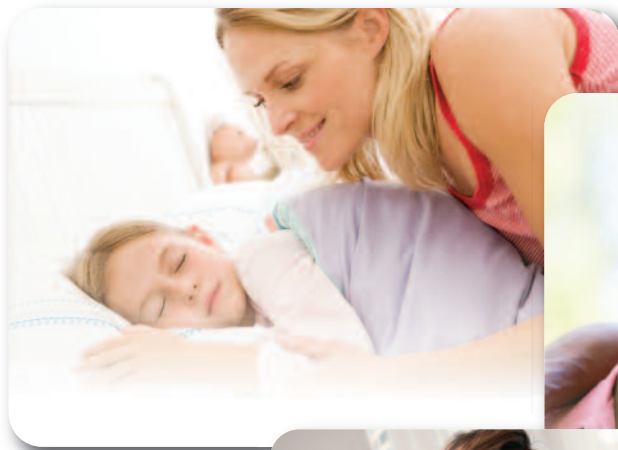


A Guide On What to Expect **During Your Air Duct Cleaning.**



www.indoorairpro.com



Creating healthy indoor environments

Indoor Air Professionals. Bringing you the best air duct cleaning money can buy...guaranteed.

- 100% satisfaction warranty.
- Over 40,000 homes and 1,500 businesses served in WNY.
- The choice of the U.S. Navy.

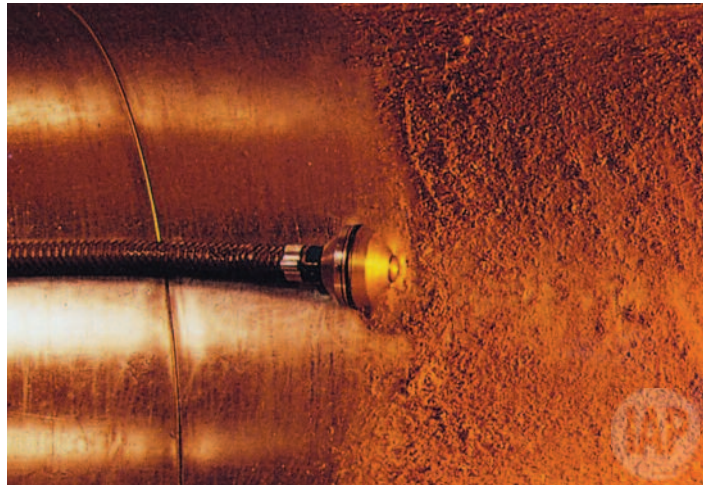
The advantages of our air duct cleaning service.

We utilize the Collom™ Air Duct Cleaning System.

The world's most advanced air duct cleaning system.

- **The only system specified for use in hospitals, schools, cruise ships and other facilities.**
- Unparalleled performance in thoroughly cleaning ductwork – better than rotating brush and vacuum mounted systems.
- High volume compressed air reaches every square inch of the entire interior surface of the duct system.
- Saves labor and protects integrity of ductwork.
- Includes application of an EPA registered microbial reduction agent.

Breathing is believing. **The Collom™ difference.**

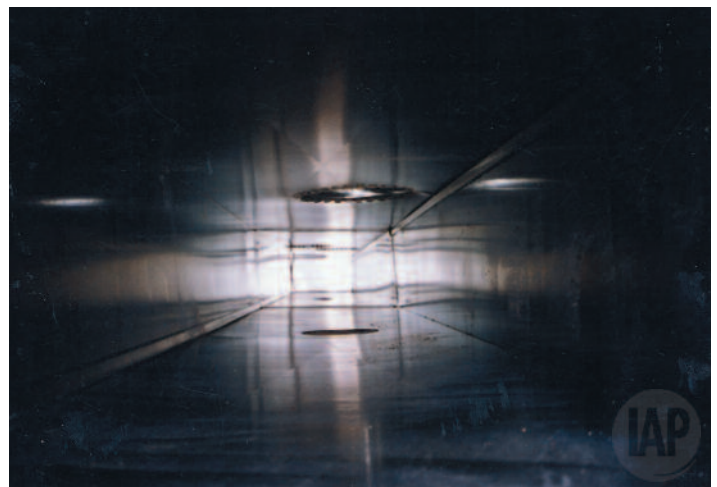


The aerodynamic Collom nozzle thoroughly cleans all interior surfaces of the duct.

New builds. **A dirty little secret.**



Debris in the ductwork of a newly built home.



Same ductwork after being cleaned with the Collom™ system.

Air duct cleaning done right.

The professional service you can expect.



Large compressor powers the Collom system — 185 CFM versus 18 CFM of competitors' compressors.



We arrive with everything we need to do the job right.



Professional and courteous technicians respect your home and remove shoes or wear protective covers.



All registers in your home are carefully sealed.



How the advanced system works.

We understand your HVAC system.



The HEPA filtered negative air machine is attached to the main trunkline of the furnace to collect debris that is removed from the system.



The first stage filter pan (shown clean before work begins) collects the bulk dust and debris, while fine debris (most often the most harmful) is caught in the final HEPA stages.



Cleaning is performed through access openings, carefully cut into the ductwork. The Collum nozzle is inserted and will cut, loosen and blast debris, which then is collected in the negative air machine.



We thoroughly HEPA vacuum in and around each register.



Thorough Follow Up.

We take extra measures for your satisfaction.



Furnace blower section is thoroughly HEPA vacuumed and cleaned.



Register boots are then wiped down.



All register covers are carefully replaced.



Upon request we photograph to show you how clean your ducts are.



Thorough Follow Up Continues.

More extra measures.



Silicone caulk tightly seals all cover plates.



Access holes are sealed with silicone caulked plates and screws for an air-tight finish. Plates can be easily removed for your next duct cleaning.



All sealing is carefully removed from registers in each room.



We install a new, high performance furnace filter featuring an antimicrobial coating.



Finishing Steps.

We leave everything in good order.



The end result is obvious after the duct cleaning is finished.



We offer dryer vent cleaning to reduce the risk of fire.
(At a small additional cost).



When we leave, we take all the dirt and debris with us.
With IAP your satisfaction is guaranteed.



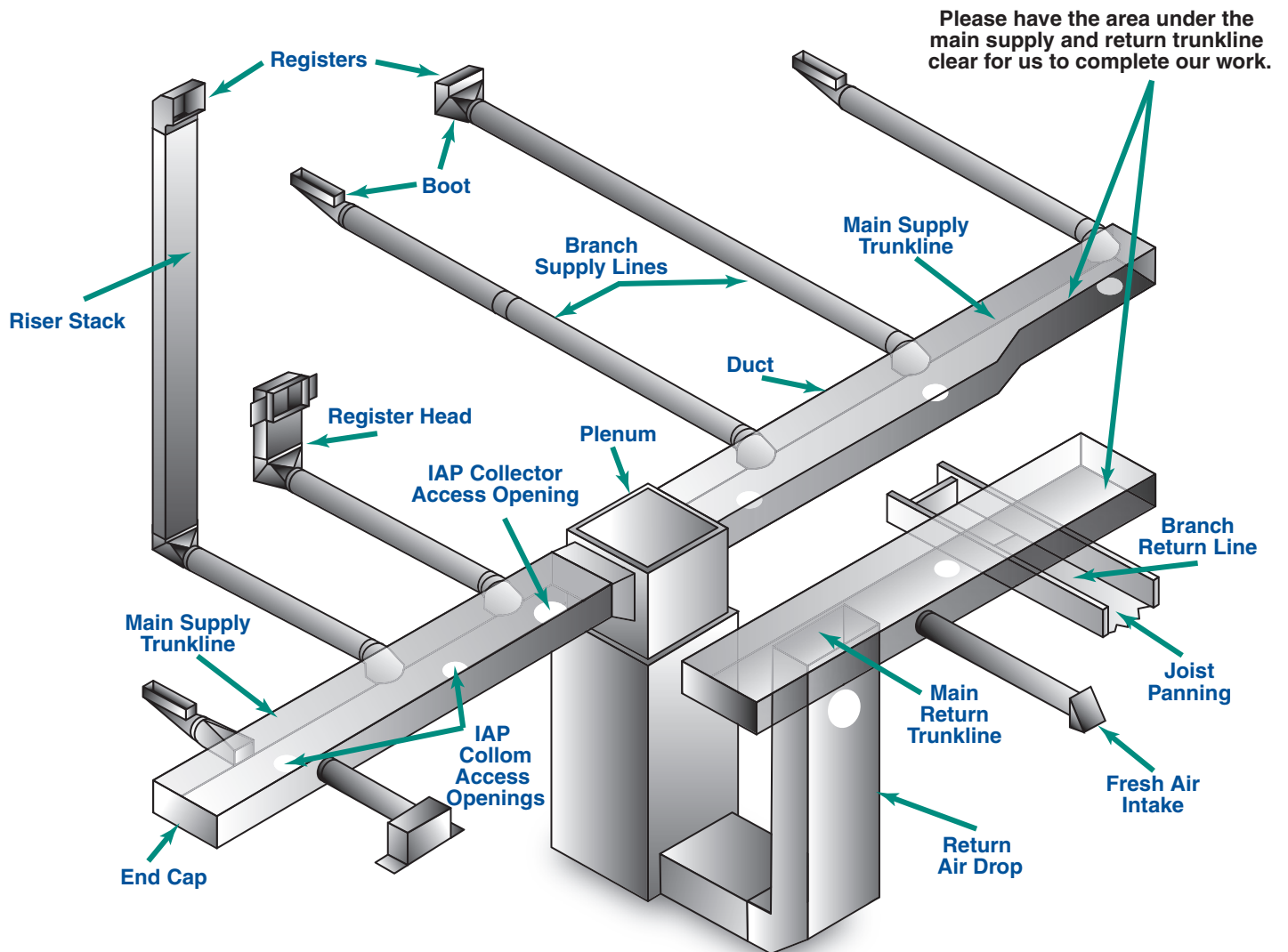


Illustration shows a typical residential furnace system, detailing key components and access required for cleaning.

In preparation for service, you will need to do the following:

- Clear a path under the main trunk line.
- Make room around the furnace to place and hook up our collector. The unit is 2' x 5' x 3' tall.



Helping you get ready.

Ensuring an efficient, worry-free air duct cleaning.

- Furniture directly in front of any supply or return register must be moved out 2 - 3 feet.
- We must have clearance around the furnace area and under the main trunkline.
- A certain number of access openings will be made in the main ductwork. These are sealed tight upon completion of the cleaning.
- Please arrange to have someone home when we arrive. It is not necessary for you to remain at home the entire time.
- Please lock up your pets.
- There may be some airborne dust movement in the furnace and basement area. Therefore, please remove or cover any furniture, valuables or sensitive equipment from these areas.
- An average home takes a 2 man crew a minimum of 2 hours up to 3.5 hours to complete – various factors may lengthen the time of the process.

Still have questions or concerns?

**Please contact you IAP specialist
for more information.**



Customer Testimonials.

Here is what satisfied customers are saying.

Residential

“My son has asthma. My constant concern is what is he breathing? What is the environment inside our home? He would wake up in the night as soon as the furnace kicked on, and cough and sneeze. IAP came to clean the air ducts and I could not believe all that was in there. It made a huge difference. Now we are all sleeping better.”

Laura Lewis, East Amherst

“I was amazed at the amount of dirt and debris Indoor Air Professionals removed from the ductwork of our home. Their technicians were exceptional, showing that there is a lot more to duct cleaning than meets the eye. I’d advise any homeowner to have their air ducts cleaned, and I’d recommend Indoor Air Pros without hesitation.”

Marty Haumesser, Amherst, NY

“Thank you so much! My husband noticed the first night of sleep that it was so much better. I felt that everything smelled better and there was no dust flying around. This is wonderful!”

John and Diane Wiechec, East Aurora, NY

Commercial

“Things went very smoothly, no problems, good communications all around. The crew, as well as the support, was great. The particle count data shows an improvement. Thanks for a great job.”

Eastman Kodak - Rochester, NY

Naval/Marine

“Outstanding support, quality of life should improve. Your service is necessary, and a good thing for all ships in San Diego.”

Port Engineer, USS Princeton (CG-59)



We do more to help you stay healthy.

Offering complete Indoor Air Quality Services and Expertise.

- All natural surface cleaning and air purifier technologies.
- Mold Assessment & Remediation.
- Air Purification.
- Laboratory analysis and more.

100% Satisfaction Guarantee.

Indoor Air Professionals, Inc. warrants complete and thorough removal of contaminants and debris in your duct system. Our state of the art technology and our trained professional technicians combine to ensure your complete satisfaction in this regard, before payment is received.



More from IAP...



Medical Grade Air Purifiers

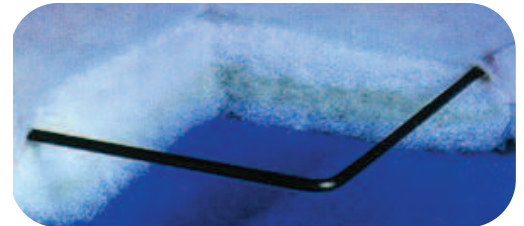
eliminate up to 100% of bacteria, viruses and more.

- Rid your indoor air of contaminants and pollutants – **24/7.**
- Proven to eliminate up to 100% of bacteria, mold and viruses.
- Relief from asthma and allergy symptoms, with fewer colds, headaches, dry or watery eyes, and other ailments.

3-Ply Antimicrobial Furnace Filters

that last longer and fit better for higher efficiency.

- Exclusive 3-ply antimicrobial filter traps more fine particles and lasts longer.
- Reduces airborne microorganisms by up to 86.5% in one pass.
- Treated with AEGIS Microbe Shield – kills microorganisms as they contact the treated filter surface.
- Internal wire construction does not support microbial growth like cardboard or paper frames.



SaniDry™ CX - Crawl Space & Basement Air System

for powerful, reliable, cost-effective dehumidification.

- Controls humidity and mold.
- Ultra efficient – 10 times the cold surface area of an average dehumidifier.
- Can remove 4 times the water out of the air while using the same energy as household dehumidifiers.
- Saves on air conditioning costs.
- Two stage filter system to keep air clean.



Products you can trust.



Made with
Tea Tree Oil



Kanberra® All Natural Air Purifiers & Surface Cleaners.

Made with Tea Tree Oil.

- Enjoy cleaner air and surfaces for healthier families.
- Products attack and degrade mold and bacteria.
- Don't mask odors – remove them at the source.
- All natural, no chemicals.
- Safe around kids and pets.
- Ideal for use in homes, cars, RVs, boats, gym bags, travel and more.

Kanberra Gel® – The Original All Natural Air Purifier

- Dissipates into the air to break down bacteria and neutralize odors.
- Place in air handling system to send purified air throughout your home.
- Works 24/7 in any room, the car, boat, and more.
- Available in variety of sizes and a convenient resealable pouch.

Kanberra Spray® – All Natural Odor Remover

- The power of Tea Tree Oil in a convenient spray.
- Remove odors in an instant.
- Spray wherever needed.

Kanberra Wipes® – All Natural Wipes

- Multipurpose for cleaner surfaces with one wipe.
- Degrade mold and bacteria on a variety of surfaces.
- Great for the kitchen, bath, auto, boat and more.



Just a few of the thousands of clients we have served.

Business:

- Bison Foods
- Corning, Inc.
- ITT
- Kodak
- Moog
- Nabisco Foods
- Perry's Ice Cream
- Rich Products
- Westwood Pharmaceuticals
- Xerox Corporation

Manufacturing:

- American Axle
- Allied Signal
- Bristol Meyers
- Dresser Rand
- Eastman Kodak Company
- DuPont Chemicals
- Occidental Chemical Corp.
- Rochester Photronic
- Veridian
- Welch's

Educational:

- Buffalo City Schools
- University of Buffalo
- Amherst Central Schools
- Daemen College
- Irondequoit Schools
- St. Bonaventure University
- Rush Henrietta Schools
- University of Rochester
- St. John Fisher College
- Williamsville Central Schools

Healthcare:

- Buffalo General Hospital
- Brooks Memorial Hospital
- Erie County Medical Center
- Corning Hospital
- New York State Department of Health
- Rochester General Hospital
- Roswell Park Cancer Institute
- Strong Memorial Hospital
- Veterans Administration Hospital
- Sisters of Charity Hospital



WARRANTY



Certified NADCA Contractor

SATISFACTION GUARANTEED

Indoor Air Professionals, Inc. warrants complete and thorough removal of contaminants and debris in your duct system. Our state of the art technology and our trained professional technicians combine to ensure your complete satisfaction, in this regard, before payment is received.

Warranty notes and other important information.

1. IAP offers a 100% satisfaction guarantee on all duct cleaning work performed. Cleaning procedures shall properly remove non-adhered surface debris to, at minimum, a Visibly Clean condition. Many IAP customers have experienced improved health, elimination of odors, energy savings, and reduced dust; **however, IAP cannot guarantee that these improvements will occur.**
2. Any additional work that may be required during the remediation process (e.g. blown-in insulation, broken ductwork, wrapped ductwork, etc.) that is outside the scope of this quotation will not be performed without prior customer approval.
3. To provide the most effective remediation possible, access openings must be cut into your ventilation system. These holes will be professionally sealed using galvanized sheet metal covers. These covers will be fastened securely to the duct using sheet metal screws and caulking. **Removal of painted on registers may result in minor chipping.**
4. There may be some airborne dust movement in the furnace and basement area. Therefore, please remove or cover any furniture, valuables or sensitive equipment from these areas. IAP is not responsible for dust escaping from the system due to defective or modified construction. (i.e. loose or missing moldings or unidentified registers)
5. IAP will apply an EPA registered microbial reduction agent to all non-porous duct system surfaces.
6. Our investment in the most advanced technology available helps reduce time on the job. However, job time will vary from house to house based on access, amount of dirt and other variables.
7. Various agitation technologies may be used depending on the application.
8. The Collom system should not damage coax cable running through ductwork. If you are aware of phone lines, security wires or any other fragile wires, please notify crew. IAP is not responsible for damage to these wires.
9. In some cases there may be a light residue or film, which may adhere to some inside portions of the duct after cleaning. This is normal. All particles which could become airborne will be removed with high volume / compressed air.
10. When estimating over the phone, the following factors are necessary to determine an accurate price; register count, accessibility and age of home. Upon completion of the job, any variance in the above factors will be reflected as an adjustment on the invoice.
11. Payment is due in full at completion of service.
12. The HVAC System begins to accumulate dirt immediately after cleaning. IAP cannot be responsible for dirt or debris in the HVAC System after the cleaning has been completed and the Customer Satisfaction/Quality Control Sheet has been signed. The warranty period is therefore 30 days.

Again, thank you for selecting Indoor Air Professionals, Inc. and we look forward to helping make your home cleaner, safer, and healthier.