<table>
<thead>
<tr>
<th>Step</th>
<th>Task</th>
<th>Ask About</th>
<th>Refer To</th>
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</thead>
</table>
| 1    | Define comfort for your customer | - Hot/cold spots  
- Trouble sleeping  
- Temperature swings on cold days  
- Complaints from others | OEM websites  
ACCA and AHRI  
AC-HeatingConnect.com |
| 2    | Discuss health and its importance | - Allergies  
- Asthma | |
| 3    | Talk about sleep quality | - Air flow  
- Air temperature | |
| 4    | Connect the dots between efficiency and comfort | **ADVANCED SYSTEMS DELIVER:**  
- More energy savings  
- Better comfort  
- Better air quality | |
| 5    | Offer incremental changes or upgrades | **ASK ABOUT:**  
- Programmable thermostats  
- Ceiling fans  
- Newer system controls | |
|      | Direct them to third party information | **REFER TO:**  
- OEM websites  
- ACCA and AHRI  
- AC-HeatingConnect.com | |

For more information on having the comfort conversation go to: [Climate.Emerson.com/Livability](http://Climate.Emerson.com/Livability)