



Maximum Comfort News

Fall 2012

www.leggettinc.com



ServAssure
D E A L E R

PRESIDENT'S MESSAGE

Our #1 Focus Is on Customer Service

1966-2012
Celebrating
46 YEARS of
SERVICE



Greetings, and welcome to our Fall 2012 issue of *Maximum Comfort News*. We hope you enjoy reading it.

First, I want to congratulate **Carolyn Henderson** of New Cumberland, PA, the winner of our Spring 2012 Kindle contest. Please see page 4 of this newsletter to find out how you could **win a \$500 holiday shopping spree!**

We think that **everyone is a winner** when they take advantage of Leggett, Inc.'s value-added products and services. **We are a family-owned small business** that my father and grandfather started 46 years ago. **My son Matthew** brings to our team a business degree he earned this spring from Millersville University. He first learned our family values through working with my father, and he has spent many years working summers, learning the business from the ground up. We congratulate him on his accomplishments.

Since the day Leggett, Inc. was founded, our number one goal and focus has been on customer service:

- ✓ We want you to count on our team to **do the job right the first time.**
- ✓ You can **trust us to address your special concerns.**
- ✓ We are proud to offer our exclusive **ServAssure two-year, 100% satisfaction installation guarantee** on every job we do (see article on page 4). No other organization can come anywhere close to matching this!

We are proud to do our part in trying to **conserve our nation's resources** by offering green, clean, high-efficiency comfort systems. We are equally proud to be a **comfort leader in the greater Harrisburg area** – featuring outstanding **home energy consultations, emergency backup generators, heating, cooling, plumbing, electrical, bathroom remodeling and water treatment systems.**

If you have any questions, please do not hesitate to contact us. Thank you for your loyalty. We wish you and your family good health and happiness ... and a cozy and warm heating season.

Sincerely,

Ernie Leggett
President

Become Our Fan!

[facebook.com/
LeggettInc](https://facebook.com/LeggettInc)



Check out our Facebook page often to connect with our customers, view photos of recent installations, and discover special offers you won't find anywhere else!



**You can
also follow
us on Twitter!**



**Like us on
Facebook and we
will waive your next
service call fee.
This is a \$75 value.**

A HEAP of Help with LIHEAP



We understand that times are tough, and many of our customers are struggling to pay their heating bills. That's why **heating assistance is available through LIHEAP, the Low Income Home Energy Assistance Program.**

LIHEAP is a federally funded program that helps eligible households in meeting their home energy needs. LIHEAP also offers an emergency benefit for households in a heat or heat-related energy emergency.

Additionally, LIHEAP offers a furnace repair and/or replacement benefit for households with inoperable heating equipment. For further information and 2012-2013 income guidelines, please contact the appropriate state agency:

Delaware: Visit www.dhss.delaware.gov/dhss/dssc/liheap.html or contact your local county assistance office or the **LIHEAP hotline, 1-800-464-4357.**

New Jersey: Visit www.state.nj.us/dca/divisions/dhcr/offices/hea.html or contact your local county assistance office or the **LIHEAP hotline, 1-800-510-3102.**

Pennsylvania: Visit www.dpw.state.pa.us/foradults/heatingassistanceliheap/index.htm or contact your local county assistance office or the **LIHEAP hotline, 1-866-857-7095.**

More information can be found at the "State Low-Income Energy Assistance Snapshots" page of the LIHEAP Clearinghouse website, www.liheap.ncat.org/snapshots.htm.

Talk to Us! We're Here for You!

In addition to contacting LIHEAP, please call our office if you are unable to pay your bills to see how we may be able to help you. You may also check off the "heating assistance" box and mail back the reply form on page 3. All your personal information will be kept confidential. We want to make sure that every one of our customers is able to enjoy a warm and cozy winter.

Be Proactive! Get Your Heating System Tune-up Now

Regular tune-ups keep your boiler or furnace running at peak efficiency, can cut annual fuel bills by up to 10% and help prevent inconvenient breakdowns.

You may be wondering, however, when you should call for this service.

Not Your Grandfather's Heating System

You're not still driving your 25-year-old car (unless it is a true classic), so why are you still heating your home with a fuel-guzzling boiler, furnace or heat pump?

Heating system technology has come a long way. **Today's heating systems are more energy-efficient, cleaner, quieter and more compact than their predecessors.** Some units have variable speed motors. Others you'll find mounted on a wall instead of sitting on the floor. Many, upon first glance, don't even look like heating systems!

Here are some of the innovations happening in heating system technology:

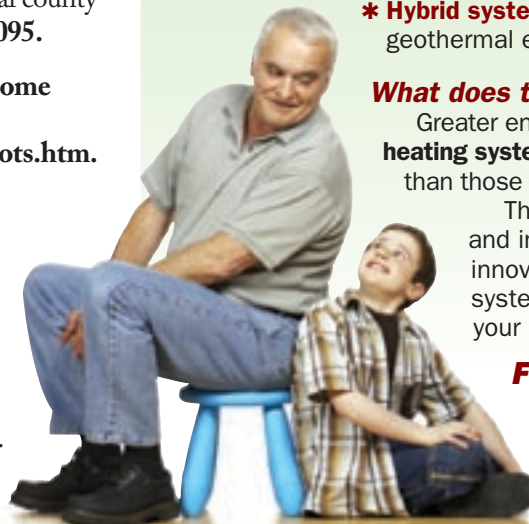
- * **Multi-stage furnaces**, which deliver more consistent heat to homes
- * **Condensing boilers and furnaces**, which recapture energy from the exhaust gases to make more heat
- * **Combined condensing boiler/hot water heaters**, for greater efficiency and comfort
- * **Dual fuel heating systems**, which can switch from one energy source to another depending on the outside temperature
- * **"Smart" microprocessor based controls**, which adjust heating equipment usage based on changing energy needs
- * **Vaporizing technologies and high-flow atomization burners**, which modify the way the fuel mixes with air for combustion
- * **Thermo-photo voltaics**, using radiation from the burner's flames to generate electric power
- * **Hybrid systems**, incorporating solar or geothermal energy

What does this mean to you?

Greater energy savings! **New high-efficiency heating systems use up to 40% less energy** than those manufactured back in the 1970s.

The **Carrier** systems we sell and install feature many of these innovations. Best of all, any Carrier system can be customized to meet your specific comfort needs.

Find out how you can benefit from today's comfort technology – give us a call now!



Believe it or not, **the best time to get a tune-up is not when heating season starts, as most people think, but before the weather turns cold.** In other words, **right now.** Not only will you be able to get a convenient appointment; if a problem is found, you won't run the risk of having to go without heat while your system gets repaired. If you do wait until late fall or winter to call for a tune-up, the demands of the heating season may make it difficult for us to accommodate your request right away.

You wouldn't get ready for a months-long road trip without making sure your car was in proper shape ... **why neglect your boiler, furnace or heat pump before it runs for 2,000 hours during a typical heating season?** Be proactive, and tune up today. Your heating system will thank you when those winter winds howl.



If you are enrolled in a heating maintenance plan, your tune-up may be included! Call us to find out!

Keep on Pumping up the Efficiency!

Our readers have seen the article about the amazing **Carrier Inverter Heat Pump** – also known as the **Infinity® Series Heat Pump with Greenspeed™ Intelligence – Model 25VNA0** – in the past two newsletters and want to hear more! In fact, we've probably never had as much interest in any other Carrier product!



Carrier's highest efficiency heat pump is built for total home comfort



turn to the experts

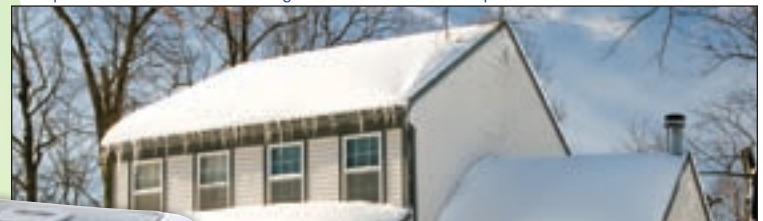
The exclusive Infinity Series heat pump with Greenspeed intelligence is the first of its kind. Variable-speed technology enables precise delivery of heating and cooling comfort in longer, lower speed run times. That equals comfort, savings and quiet operation.

Carrier Inverter Heat Pump Features:

- ✓ Up to 20 SEER
- ✓ Up to 13 HSPF
- ✓ Superior humidity and temperature control
- ✓ As low as 58 decibels
- ✓ Variable-speed operation for ultimate comfort
- ✓ Full Silencer System II™ for quiet operation
- ✓ WeatherArmor™ System for ultimate protection
- ✓ Enhanced diagnostics with Infinity® Control
- ✓ Environmentally-sound Puron® refrigerant
- ✓ 10-year parts limited warranty when properly registered



Cold outside? Unlike other heat pumps, the Carrier Inverter Heat Pump can provide warmer air at the register when outdoor temperatures fall into the teens.



Voted one of "The Hot 50 Products of 2012" by GreenBuilder magazine

The highest heating efficiency ducted, air source heat pump on the market, the Carrier Inverter Heat Pump delivers up to 69% higher heating efficiency in the three-ton size.

Learn more about the Carrier Inverter Heat Pump – call us now for your free, no-obligation in-home consultation.

Want more information?

Simply complete the form below and send it back to us.

Name (first, middle initial, last)

Address

City

State

ZIP

Phone

E-mail Address

Please enter me in the "\$500 Shopping Spree" Contest

Please see entry rules.

I'd like more information on:

(check all applicable)

- Central Air Conditioning Upgrades
- Heating System Upgrades
- NEW** Carrier Inverter Heat Pump System
- Carrier Heating and Cooling Equipment
- Heating Assistance
- Other: _____

BEWARE OF THE "SUPER" COMPANIES



BUYER BEWARE!

The "super" companies are out to get you. Who are the "super" companies? They are **large companies, very often from out-of-state, that flood you with sales offers and promotions promising you the moon and the stars.**

We can't mention them by name, but you've noticed these companies' ads just about everywhere – on radio, TV, at major and local sports arenas, on buses and at bus stops – even on banners trailing from airplanes!

The "super" companies claim to provide excellent service, but they are more interested in generating large one-time sales than long-term customers. **They snare you with low-cost initial service calls and tune-ups that turn into high-priced repairs and upgrades.**

Last but not least, the "super" companies employ **commissioned technicians who get paid based on how much they can get you for ... whether you need what they're selling or not!**

Our company would never resort to these questionable practices — because we are a proud member of the **ServAssure Dealer Alliance** – a group of local comfort companies committed to exceeding your expectations and providing you with the highest level of satisfaction.



THE SERVASSURE DIFFERENCE

As a ServAssure member, our company must abide by ServAssure's strict dealer standards as well as 16 demanding employee performance standards, ranging from how we greet you to how we bill you. Our knowledgeable, dedicated team wants to exceed your expectations every day!

As our valued customer, you also enjoy the unparalleled **ServAssure Satisfaction Guarantee – 100% complete satisfaction or your money back.** Plus, all **parts, labor and materials are covered for 2 full years from your date of installation.**



THE CFAD DIFFERENCE

All ServAssure dealers are also **Carrier Factory Authorized Dealers (CFADs)** – true experts in handling all your home comfort needs, from tailoring your ideal comfort system to installation, service and beyond.

You are doing business with a first-class company – us! You can always count on us for the quality, value and peace of mind you won't find anywhere else.



Healthy Recipe Corner

Apple Squash Soup

From Taste of Home Magazine
Prep: 10 min.
Cook: 35 min. + cooling
Yield: 5 Servings



Ingredients

- 1 large onion, chopped
- 1/2 teaspoon rubbed sage
- 2 tablespoons butter
- 1 can (14-1/2 ounces) chicken or vegetable broth
- 3/4 cup water
- 2 medium tart apples, peeled and finely chopped
- 1 package (12 ounces) frozen mashed butternut squash, thawed (you can also use steamed fresh squash)
- 1 teaspoon ground ginger
- 1/2 teaspoon salt
- 1/2 cup fat-free milk

Directions

- In a large saucepan, saute onion and sage in butter for 3 minutes or until tender. Add the broth, water and apples; bring to a boil. Reduce heat; cover and simmer for 12 minutes.
- Add the squash, ginger and salt; return to a boil. Reduce heat; simmer, uncovered, for 10 minutes. Cool until lukewarm.
- In a blender, process soup in batches until smooth; return to pan (you can also use an immersion blender). Add milk; heat through. (Do not boil.)

Nutrition: One serving (1 cup) equals 142 calories, 6 g fat (3 g saturated fat), 13 mg cholesterol, 647 mg sodium, 22 g carbohydrate, 2 g fiber, 3 g protein. **Diabetic Exchanges:** 1 fat, 1 starch, 1/2 fruit.

Lower utility bills. A more comfortable home. Save up to \$1,450*

If your system is over 10 years old, it is costing you more than it should to heat and cool your home. Today's high efficiency systems use less energy than ever, providing you and your family with better comfort and lower energy bills. Carrier's Infinity® heat pump with Greenspeed™ intelligence is **29% more efficient than the nearest high efficiency competitor and 68% more efficient than standard units!*****

Ask about Utility Company Rebates!



* Cool Cash Rebate offer valid 9/01/12 through 11/15/12. System must be installed by 11/30/12. Rebate amounts vary depending on equipment purchased. Not valid on prior purchases or in conjunction with other offers; some restrictions may apply. Call for complete details.

**Based on 3-ton ducted air-source heat pump system combinations as of February 17, 2011. Heating capacity based on an outside temperature of 17° F.

It's Hurricane Season – Time to Consider a Generator

Remember the outages Hurricane Irene left in her wake last summer? **Don't be stuck in the dark again – Leggett, Inc. can help you select an emergency backup generator that's right for your home and family.**

With a propane- or natural gas-powered emergency automatic home standby generator, **you won't have to lift a finger to get the power you need when the utility company can't deliver.** You only need to wait about 30 seconds and the generator will automatically turn on the "juice." If you are away from home when the power goes out, you have the peace of mind in knowing that your home standby generator is on the scene to automatically run your home security system, sump pump, heat, and refrigeration.



We specialize in Generac generators – the most trusted name in residential standby power. (In fact, Generac sells more home standby generators than all of their competitors combined!) As a full-service, factory-trained Generac sales, installation and service company, we can help you choose among a **variety of power capacities** – depending on the types of appliances you wish to operate during an outage – and perform any generator repair or maintenance you need.

Imagine how good you'll feel when the next storm strikes and you'll have all the "creature comforts" your neighbors don't! **For more information and a FREE in-home generator consultation, call Leggett, Inc. at (717) 737-4562.**

B.L. of Duncannon lost her electric during the last storm ...
"My new Generac Generator worked like a charm!
Thanks Leggett Inc.!"



GENERAC

We Mean Business!



Whether you own or manage a store, office building, factory or warehouse, **Leggett, Inc. can handle all your commercial comfort needs.** We enjoy servicing offices and light commercial buildings because we know we can make a difference. Plus, we understand how important local businesses are to the economy of our towns.

We are here to help you with:

- Lighting upgrades for efficiency and quality
- Emergency lighting inspections and repairs
- Plumbing repairs and upgrades
- HVAC service, repairs and upgrades
- Troubleshooting "sick buildings"

Dozens of area businesses trust us because we offer **honest, consistent sales practices; prompt, around-the-clock emergency service; up-front service pricing; and our 24-month ServAssure money-back guarantee** (see page 4).

As a professional courtesy, we will be glad to meet with you to discuss any special concerns at your place of business, upon your request. Call us at **(717) 737-4562.**

Why Local Is Better

As your local, family-owned home comfort provider, Leggett, Inc. knows you ... your family ... your home ... and your systems.

We save you time and money

From promptly answering your call and scheduling your appointment ... to sending a trusted, licensed technician, with the proper parts and supplies, to your home, we aim to exceed your expectations every day.

We show that we care

When you call Leggett, Inc., you get **the quality you want, the personal attention you need, and the respect you deserve.** You can be sure that if you have a question, **you'll get an answer from someone who cares** about having your business.

We deliver great service

We aim to arrive at your home promptly, and repair your equipment the same day (if possible) at a **reasonable price.** Our customers know they can get from us something they can't find at a nationally-owned chain or utility – **peace of mind.** At Leggett, Inc. we deliver quality products and services, plus something money can't buy ... **trust.**

That is why **local is better – and that is why we think Leggett, Inc. is best!**





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Family Owned For 46 Years

1989 Hummel Avenue
Camp Hill, PA 17011

(717) 737-4562

Visit: www.leggettinc.com

LIC. # PA9401



NEW CONTEST!

Win a \$500 Holiday Shopping Spree!

The holidays are almost here – and we want to help you celebrate! Enter today and you could win a \$500 Holiday Shopping Spree ... absolutely FREE! That's \$500 in cash for you to spend any way you please! (Hmmm ... maybe you'd like to buy some new comfort equipment from Leggett, Inc.?)

What's more, in our continuing effort to go green, you may now enter the contest online! Just go to www.servassure.com and complete the easy entry form. **You may also mail in the entry form on page 3.** No purchase necessary to enter and win. Winner will be selected by random drawing at contest end (Oct. 31, 2012) from among all eligible entries received. Odds of winning depend on number of eligible entries received. Contest is open to individuals 18 years and older. Void where prohibited by law. Subject to all federal, state and local laws and regulations.

Amazon Kindle Winner

The winner of the Leggett, Inc. Amazon Kindle Touch contest, featured in the Spring 2012 issue, is Carolyn Henderson of New Cumberland, PA. Congratulations! See above for our latest contest.

Refer a Friend! Earn a \$100 Company Credit!

What would you do with a \$100 credit from Leggett, Inc.? Use it toward your next service call or upgrading your heating system? How about purchasing a generator or a humidifier?

You can get that \$100 credit simply by referring a friend, neighbor or relative to us. If your referral becomes our customer, you'll earn a \$100 company credit ... and your referral will earn a \$100 company credit, too!*

You can **refer as many people as you wish – the more new customers we get, the more company credit you'll earn.** Simply email each referral's name, address and phone number to ewleggett@leggettinc.com.

If you prefer us, then refer us! Thank you for your business!



* Some restrictions may apply, call for details.