



Maximum Comfort News

Fall 2013

www.leggettinc.com



PRESIDENT'S MESSAGE

Fall into Home Comfort with Leggett



Some things never change and that includes Leggett's commitment to you and your family's comfort needs. Our **proven team is nationally recognized and our expert staff members average 19 years of dedication** to Leggett. We couldn't be more pleased to have **serviced the greater Harrisburg area for the past 47 years.**

Looking back, I recall my father telling me that no two customers have the same needs and concerns. I believe this to be true, that's why our **licensed electricians, plumbers and NATE-certified, factory-trained, heating, air conditioning and generator technicians** specialize in listening to each customer and customizing every job. No other contractors stand by their work like Leggett, Inc. does.

With everything we have to offer, from commercial sales and services to enhanced factory warranties, special financing and accessories, how can you not go with the **Leggett-ServAssure never-worry, two-year, 100 percent satisfaction guarantee?** Plus, to ensure your total peace of mind, we also offer service contracts for most of our featured brands.

We are also proud of the fact that we are helping to do our part in trying to save our nation's resources. So, **always make the sure call** and turn to the experts at Leggett, Inc.

In this Fall 2013 issue of *Maximum Comfort News*, you'll learn:

- * How an annual heating tune-up can **save you money all season**
- * How you can **take control of energy costs**
- * How new **Wi-Fi thermostats** will change the way you manage your home systems
- * Why you can **trust a NATE-certified technician**
- * Which **products we recommend**
- * And so much more!

If you have any questions, please do not hesitate to contact us. We wish you and your family good health and happiness.

Thanks again for your business,

Ernie Leggett
President

We're Proud of These Awards, Acknowledgements and Affiliations



Leggett, Inc. works hard everyday to ensure your complete satisfaction with every system we service and every request we fulfill. We want to thank you for your continued loyalty and for helping us become the best full-service company we can be. Because of you, we have earned the following awards and associations.

Our National Honors Include:

- ✓ **Carrier President's Award.** For four out of the past five years, we have been one of only 150 Carrier Dealers (out of 7,000) nationwide to earn this achievement. In addition, we are also a **Carrier Factory Authorized Dealer.**
- ✓ **Mitsubishi Diamond Dealer.** Designated by Mitsubishi Electric HVAC, Diamond Dealers offer you an extra two-year warranty on new installations and deliver exceptional customer service.
- ✓ **Generac Elite Power Pro Dealer.** This means we are the best of the class when it comes to generators. Leggett, Inc. is one of only four Power Pro Dealers within a 50-mile radius of Harrisburg.
- ✓ **NATE Quality Circle Contractor.** At least 80 percent of technicians must be NATE-certified. NATE techs are the best in the business and must pass specialized tests proving their knowledge in the industry. (See page 5 for more information).
- ✓ **An overall A rating on Angie's List.**
- ✓ **An overall A+ rating on Better Business Bureau.**
- ✓ **ServAssure Dealer Alliance Member.** ServAssure is the industry leader nationwide in having the best guarantee in the industry. As a member, we are committed to exceeding your expectations and providing you with the highest level of satisfaction. (See page 4 for more information).

To learn more about any of our affiliations, call us for details.



Detect to Protect

Carbon monoxide and smoke/fire detectors save lives. More than 500 people a year are killed unintentionally due to carbon monoxide poisoning, and in 2011, 2,520 people were killed in home structural fires. **Make sure you and your family are protected by installing and maintaining smoke and carbon monoxide detectors** in your home.

You need more than one detector to keep your family safe – you should install multiple detectors on each floor of your home. According to the National Fire Protection Association (NFPA), having a **working smoke alarm cuts the chances of dying in a reported fire in half.** The NFPA also reports that the most common reason a smoke alarm fails is because the batteries are missing, disconnected or dead – so be sure to check your batteries regularly.

In addition to a smoke or fire detector, **you need carbon monoxide (CO) detectors to protect your family.** CO is a colorless, odorless, and tasteless gas, which is impossible to notice on your own.

Initial symptoms of carbon monoxide poisoning are similar to the flu (but without fever) and include headache, fatigue, shortness of breath, nausea, and dizziness. Impaired vision and coordination and confusion may also occur. High levels of CO can be fatal, causing death in minutes.

Protect Yourself and Your Family:

- At the beginning of every heating season, have a trained professional check flues, chimneys, and all fuel burning appliances.
- Properly install and maintain appliances.
- Never idle the car in the garage, even if the garage door is open.
- Never use a charcoal grill indoors.
- Install carbon monoxide detectors and test them at least once a month.
- Replace batteries at least twice a year.
- If the CO alarm goes off, immediately move to a fresh air location outdoors or by an open window or door. Make sure everyone inside the home is accounted for. Call for help and stay out of the house until emergency personnel have given the OK.
- If you need to use an emergency generator, be sure that it is in a well-ventilated location outdoors, away from windows, doors and vent openings.

If you have questions about your smoke or carbon monoxide detectors, or need assistance with installation, please give us a call.



Adjust Your Thermostat with the Touch of a Button ...

From Your Smartphone!

Wi-Fi thermostats, also known as Internet thermostats, are the newest way to control your home comfort, whether you're across the room or across the world. **Wi-Fi thermostats can offer the ultimate control, energy-efficiency and convenience.** As long as you are connected to the Internet, you have total control – use the system remote or your cell phone or tablet.

You can integrate a **Wi-Fi thermostat with a “smart house” system that controls practically every aspect of your home electronics** – lighting, security, entertainment systems and more.

Wireless thermostats **put you in control of your home comfort and your utility bills.**

A wireless thermostat controls your heating and cooling systems without being hard-wired to just one location in your home. You can take the control module into any room you like. The sensor communicates with the receiver, which is typically located on or near your HVAC system.

In addition to offering more control, a wireless thermostat lets you control multiple devices and locations. Hanging out in the family room? Simply take your control module with you. Now you can adjust your thermostat wherever you happen to be, as easily as working your TV remote.

Your **Wi-Fi thermostat can even send temperature alerts and filter change reminders** to your connected network devices.

We have a thermostat solution for every customer. Call us to make an appointment with one of our thermostat experts for your in-home consultation.

Reap the Benefits of Good IAQ with REME



Indoor Air Quality (IAQ) is an extremely important, often overlooked issue that can affect you and your family's health. **Poor IAQ can cause health issues such as asthma and can irritate allergies.** By installing a **REME Generator Advanced Oxidation System** in your home, you can **purify your indoor air and lower the risk of these respiratory illnesses.**

The REME, or Reflective Electro-Magnetic Energy, air purification system **cleanses indoor air with naturally-occurring oxidizers while reducing micro-organisms by 99 percent.** Airborne oxidizers actively search out and destroy surface and airborne pathogens. REME will even reduce or eliminate formaldehyde in your home, and can also kill airborne bacteria and viruses.

How it Works

REME utilizes *advanced oxidation* technologies using hydroperoxides. Hydroperoxides are created whenever three specific components are present: oxygen molecules, water vapor and electro-magnetic energy. REME takes these hydroperoxides and ionizes them into **Ionized-Hydro-Peroxides®.** REME's Ionized-Hydro-Peroxides use a process known as cell lysing to take the harmful pathogens and change their molecular structure, rendering them harmless and **eliminating the threat of health risks.**

With the REME, you can also **reduce and eliminate odors that accompany smoke, cooking, pets, trash, mustiness, paint and chemicals.** The REME purification system filters out impurities and leaves you with clean, healthy air.

Want to install the REME air purification system in your home?

Stop sneezing and call us today to see how you can improve the air you're breathing indoors.

Take Control of Energy Costs with a Hybrid System



When you hear the word "hybrid," you probably think of new car technologies and high MPGs. But did you know that you can enjoy hybrid performance and energy efficiency for your heating system?

A central hybrid comfort system uses heating oil or gas combined with electric heat to reduce heating expenses. **Carrier's Hybrid Heat® is a state-of-the-art dual fuel system** designed to enhance comfort, both physically and economically, using **both a heat pump and a furnace** to operate.

This combination can deliver heated air at temperatures that are **warmer than most traditional heat pumps.** As a bonus, the Hybrid Heat cools off your home during the hotter months – making this **the perfect system for your year-round home comfort.**

Putting together a dual-fuel system may be as simple as adding a heat pump to your existing high-efficiency furnace or upgrading to a new high-efficiency furnace and heat pump.

The Hybrid Heat may also qualify for federal tax credits. Contact us for more information today.



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 your contest to win a \$75 Amazon gift card.

Please see entry rules.

I'd like more information on:

(check all applicable)

- Carbon monoxide and smoke/fire alarms
- Wi-Fi Thermostats
- REME Generator Advanced Oxidation System
- Hybrid Comfort Systems
- Heating System Tune-ups
- Carrier Heating and Cooling Equipment
- Other: _____

ServAssure Dealers –

Beyond a Carrier Factory Authorized Dealer

For sales and services regarding Carrier comfort equipment, you know to trust a Carrier Factory Authorized Dealer (CFAD) – but for the absolute best in service and reliability, look for a CFAD who is also a ServAssure dealer. When you rely on a CFAD and ServAssure dealer, you are guaranteed unsurpassed quality and peace of mind.



turn to the experts 

CFAD Requirements

In order to earn the distinction of being a Carrier Factory Authorized Dealer, the company must meet rigorous standards. As a CFAD, all of our technicians are true experts and go through extensive training in order to handle all of your home comfort needs.

The ServAssure Difference

The ServAssure Dealer Alliance is made up of local CFAD companies committed to exceeding your expectations and providing you with the highest level of satisfaction.

We invest heavily in building a great company with knowledgeable long-term employees. All of our technicians are highly qualified to tackle everything from installing your Carrier equipment to designing your ideal home comfort system. We pride ourselves on being problem-solvers who won't cease until the job is done.

As our valued customer, you also enjoy the unparalleled ServAssure 24-Month Satisfaction Guarantee – 100 percent complete satisfaction or your money back. Plus, all parts, labor and materials are covered for two full years from your date of installation.

You can always count on us for the quality, value and peace-of-mind you won't find anywhere else. For home comfort services delivered with the quality you deserve, call us.



Be Proactive!

Get Your Heating System Tune-up Now

It's autumn: the leaves are changing colors, the days are getting shorter and the air is getting colder. The winter's shivering chill has not arrived yet, but we all know it's coming.

Make sure your home is comfortable and warm all winter long. Schedule your heating system tune-up now, before the heating season kicks into full gear.

Be ready for the winter by preemptively checking your heating system before it becomes an emergency. Not only will you be **preventing potential problems**, but by having your annual system tune-up, you'll keep your boiler or furnace running at peak efficiency, can **cut annual fuel bills by up to 10 percent** and help prevent inconvenient breakdowns.

If you call for your heating system tune-up now, before the winter rush, we'll be better able to set the appointment around your schedule.

Don't risk a problem when you need your heating system the most! Call us to schedule your appointment today. If you are enrolled in a heating maintenance plan, your tune-up may be included!









SAVE
up to **\$2,125***

Plus take advantage of up to \$500 federal tax credit & utility company rebates!

What a great time to replace your old energy-wasting heating & cooling system with a new Carrier® system that will reward you with lower utility bills for years to come!

10-Year Parts Warranty!*



* Up to \$1,525 Carrier Cool Cash rebate effective September 1st through November 15th, 2013. System must be installed by November 30th, 2013. Up to \$600 ServAssure rebate. Rebate amounts vary depending on equipment purchased. Warranty period is five years if not registered in 90 days. Jurisdictions where warranty restrictions are not allowed automatically receive a 10-year parts warranty. See warranty certificate at carrier.com. Up to \$500 Federal Tax Credit on select models. Ask your tax advisor if you qualify. Call for complete details.

You Can Afford a New Heating System!



Heating and cooling system upgrades can save energy and money – and often cost more than our customers can afford ... until they hear about our valuable financing opportunities through EnergyLoan from AFC First Financial Corporation.

You can't get EnergyLoan from just any comfort company – Leggett has been chosen as an approved contractor, thanks to our outstanding reputation for customer service and workmanship.

The EnergyLoan program is a preferred-rate, simple financing program for energy-related home improvements that offers many benefits:

- * No costs, fees or points!
- * Your loan can be used for virtually any conservation-related home improvement from \$1,000 to \$20,000.
- * Terms of up to 10 years with no pre-payment penalty and include the option to pay extra principal.
- * Preferred fixed rates from 9.99 percent – that's 3 to 5 percent lower than the national average of credit cards.
- * Provides up to 100 percent financing for work performed exclusively by Leggett.
- * Fast and simple application process.



You don't have to bust your budget to enjoy energy savings. Thanks to EnergyLoan, you can enjoy the comfort you want and feel even more comfortable about paying for it. For more information, please call us at (717) 737-4562.

How NATE Benefits You

When technicians are NATE (North American Technician Excellence) -certified, you know you will experience **superior installation and maintenance of your system, greater home comfort and peace of mind.**

Leggett is a NATE Quality Circle Contractor, which means at least 80 percent of our technicians must be NATE-certified. All NATE technicians have passed specialized certification tests and proved their knowledge in the HVAC/R industry.

When using a NATE technician, you'll benefit by:

- ✓ Lower utility bills through proper installation and maintenance
- ✓ Fewer callbacks and warranty returns
- ✓ Fast, efficient service
- ✓ Job done right the first time
- ✓ Equipment that runs at peak efficiency
- ✓ Advice and knowledge of skilled, certified technician
- ✓ Greater peace of mind

From air conditioning and heating installation to residential and light commercial maintenance, NATE-certified technicians are the best in the business. For more information on NATE training and certification, visit www.hvacradvice.com.



Product Spotlight

Leggett, Inc. loves these products and knows you're going to love them too!

Remote Monitoring.

You are only a click away when it comes to **controlling your Carrier or Generac appliances with remote or Wi-Fi monitoring.** The newest remote monitoring system from Generac, Mobile *Link*, allows you to check the status of your generator from your computer, smartphone, or tablet. Plus, you'll **receive status updates, service and maintenance reminders, alerts indicating low battery, and more** via email and text message. Carrier also offers an array of remote monitoring products, including programmable thermostats. With the help of a wireless system and a transportable remote, you can have complete control over your home's temperature from any room in the house. For more information, see our article on Wi-Fi thermostats on page 2.



Ultra-high efficient inverter technologies

from Carrier and Mitsubishi Electric are setting new standards in the industry. For optimum control and maximum comfort, trust inverter technologies to get the job done. Inverter technologies electronically control the electrical devices in a heating system or air conditioner and **automatically regulate heating and air conditioning** according to information they receive from sensors. Plus, on top of providing better performance, **systems using inverter technologies consume less energy and operate at a much lower cost.**



Standby Generators.

When storms or emergencies knock out power, the power grid is becoming less and less reliable in restoring it in a prompt manner. While deregulation has led power companies to cut expenses, the demand for power keeps going up every year. **The next time the lights go out, don't be left in the dark.** Rely on the most trusted name in residential standby power - standby home backup generators by Generac. Your Generac generator will automatically turn on when the power goes out and will automatically turn off once power is restored. Rest assured that your generator and Leggett, Inc. has you covered.



For more information on these fine products, call (717) 737-4562.



WHAT'S INSIDE

- Leggett's National Honors
- Detect to Protect
- Adjust your Thermostat Wirelessly
- Better Indoor Air Quality
- Take Control of Energy Costs
- ServAssure Dealers and CFAD
- Be Proactive
- Carrier "Cool Cash" Offer
- You Can Afford a New Heating System
- Our Recommended Products
- How NATE Benefits You
- Win a \$75 Amazon.com Gift Card
- Spring Contest Winner
- What's In Your Water?



Family Owned For 47 Years

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Visit: www.leggettinc.com

LIC. # PA9401



NEW CONTEST!

WIN A \$75 AMAZON.COM GIFT CARD

We're giving away an Amazon.com gift card worth \$75 to one lucky customer! As the world's largest online retailer, Amazon has just about anything you might need!

What's more, in our effort to go green, you may now enter the contest online! Just go to 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, 2013) from among all eligible entries received. Odds of winning depend on number of eligible entries received. Contest is open to individuals 19 years and older. Void where prohibited by law. Subject to all federal, state and local laws and regulations.

The winner of the \$75 Amazon.com gift card featured in the Spring 2013 issue is Ronald Lewis of Mechanicsburg, PA. Congratulations, Ronald! See above for our latest contest.

Do You Know What's In Your Water? A Personal Message From Ernie Leggett



Many municipal water companies have switched from chlorine to chloramine to disinfect your water because it is the cheapest and easiest option. Chloramine is a chemical compound of chlorine and ammonia. It does not dissipate or evaporate.

At Leggett, Inc., we are having more and more plumbing repair calls ever since Pennsylvania-American and other water companies made the switch to chloramine. Because chloramine is highly corrosive, it disintegrates rubber and plastic pipelines, faucets, hot water heaters, showerheads, bathroom toilets, water softeners, and more.

Studies show that increasing heat increases corrosiveness, therefore your hot water heater, dishwasher and spas are all highly subject to corrosion.

My family and I have personally been affected by chloramine. We lost all of our goldfish and koi when we added water to our pond. I was also diagnosed with asthma two winters in a row, which my doctor attributed to breathing in

the poisonous gas, monochloramine, from using a steam shower. I have been asthma-free ever since I stopped using the steam shower.

When you shower, you are inhaling chlorine and chloramine as they are released into the air. This causes irritation to the lungs, throat and eyes. People who suffer from asthma, upper respiratory issues, and cystic fibrosis cannot afford to inhale these chemicals.

The solution is a water softening system with the addition of a specialized carbon product designed specifically for chloramine removal. Standard filters won't do the job. Fish ponds require the same treatment but need a second specialized filter for their water supply. When it comes to your family's health and safety, turn to the expert plumbers at Leggett.

Sincerely yours,

Ernie Leggett
President, Leggett Inc.