



Maximum Comfort News

Fall 2014

www.leggettinc.com



Celebrating
48 YEARS of
SERVICE

PRESIDENT'S MESSAGE

All in the Family



This year marks Leggett's 48th year of service to the Greater Harrisburg Area community. We've been a family business from the start and our family-oriented approach continues to this day. **My grandfather Ernie and father Charlie taught me to take care of employees, customers and vendors like they are part of our family**, because they are all part of the team that makes us successful. Indeed, much of our success is owed to our loyal employees. And when I say "loyal," I mean it. We have an extremely low employee turnover rate; on average, Leggett employees stay with the company for 19 years.

That being said, the bulk of **our success is due to you, our loyal customers**. Just the other day my son Matthew went out on a service call for one of our first customers, whose house is on Parkside Road in Camp Hill. When that customer had first called, our "office" was in my parents' bedroom just a block away on Appletree Road.

Just as our employees and customers remain loyal to us, we remain loyal to them. No other company in the area guarantees **unconditional 100% satisfaction on every installation**. **We guarantee it for two full years**. We also remain loyal to our vendors. Leggett has been partnered with Moen and Kohler since day one. Likewise, we've been with Carrier for over 40 years and with Generac since the mid-1990s.

At the end of the day, we depend on all of you — our vendors, our employees and our customers — for our existence. So, I want to personally thank the many individuals who have endorsed our company's services, either with a direct referral or with positive feedback on social media and review sites such as Angie's List. The more referrals and the better the reviews, the more successful we become, and this ensures that **we will continue to be there when you need us in the future**.

Great job, Team Leggett!

Sincerely,

Ernie Leggett
President

If You Prefer Us, Refer Us

Leggett Inc. has embraced social media as a new way of getting our name out there, but our biggest source of new business continues to be word-of-mouth referrals. So, if you're satisfied with the services our company provides, tell your friend, family member or neighbor. **If your referral becomes a Leggett Inc. customer, we will issue both of you a \$100 credit** that you can use on your next service call. And while you're at it, don't forget to "Like" us on Facebook, "Follow" us on Twitter, and review our company on Angie's List, Bing, Google and other online review sites. The more you help us grow, the better we can serve you, and best of all, you can refer us to as many people as you want, which means more credits for you and your friends.

To refer a friend call Leggett at 717-737-4562, to "Like" our Facebook page go to www.facebook.com/LeggettInc, and to "Follow" us on Twitter visit www.twitter.com/@LeggettInc. We look forward to connecting with you.



INDUSTRY NEWS BRIEFS

- ✓ Guardian Air now offers a five-year warranty for its air purifier.
- ✓ Carrier's Five-Speed Heat Pump Air Conditioner is second in efficiency only to the industry leading, super-economical Carrier Variable Speed System.
- ✓ Generac Standby Generators are now being offered with a five-year parts and labor warranty at no extra charge.

The ServAssure Difference

What's the difference between ServAssure Dealers and *the other guys*? Two words: **complete satisfaction**. That's what only your ServAssure Dealer can guarantee. Here's why...

The ServAssure Dealer Alliance is made up of local heating and cooling companies committed to exceeding your expectations and providing you with the highest level of satisfaction. To do so, 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 heating equipment to designing your ideal home comfort system. And all of our installations are covered by our **24-month 100%-satisfaction guarantee**.



As a valued ServAssure customer, you should expect the best of the best. That's because whenever we install new home comfort equipment, we guarantee 100% complete satisfaction or your money back. Plus, **all parts, labor and materials are covered for two full years from the date of installation**. Furthermore, there will be no surprise-pricing, as all our services are performed at a quoted flat-rate price according to the job. And you can rest assured that our technicians will arrive in uniform and keep your house clean no matter how dirty their job is.

So, what's the ServAssure difference? It's complete satisfaction, quality, value and peace of mind you won't find anywhere else. For all that and more, call us today.



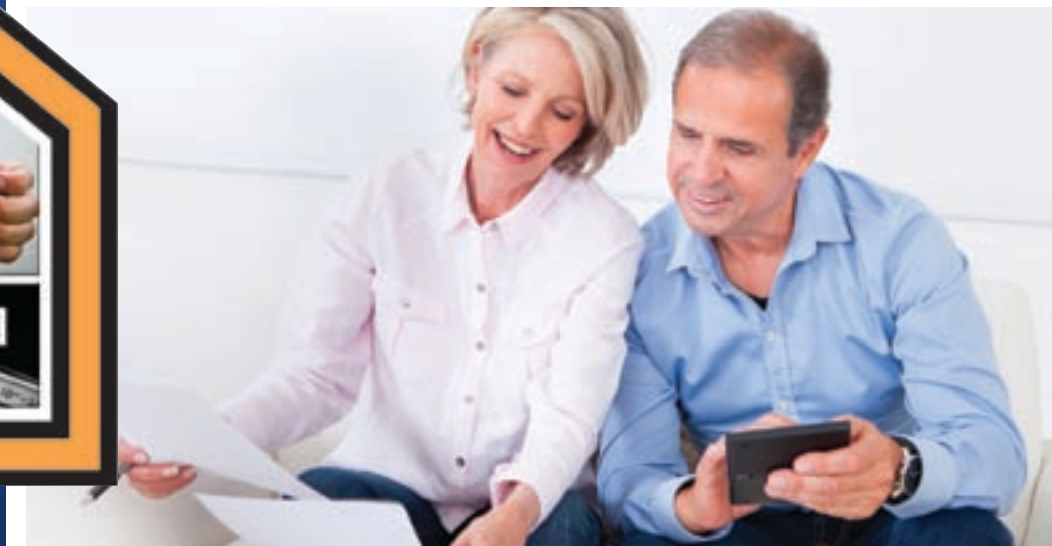
Cut Your Heating Bills By Up to 30 Percent

Last winter was tough on homeowners all across the country, and higher-than-average heating costs only added to the trouble. So, this coming winter, why not beat the heat by cutting your energy bills up to 30 percent or more with a heating system upgrade? Today's high-efficiency, high-performance **ENERGY STAR®-rated heating equipment is built to reduce emissions, improve efficiency and lower your costs**, all while providing a cozier and more consistent degree of warmth. This way, you won't just feel the difference in your energy bills; you'll also feel it in a comfier home.



Best of all, thanks to your full-service home comfort provider, you can have high-efficiency heating equipment installed without breaking the bank or busting your budget. We offer a range of affordable, **low-interest financing** options with no strings attached, and we'll help you take full advantage of any **manufacturer rebates** or **tax credits** available. If all that doesn't provide enough incentive to upgrade, consider this ... because of the amount of energy you'll save with your high-efficiency equipment, **your new heating system could actually pay for itself within a few years**.

The holidays are just around the corner, so everyone could use a little extra room in their budgets. And if this winter is anything like last year's, you'll be happy to have a heating system that uses less energy while keeping your home warm in any weather. So call today to see how much a heating upgrade can help you save.





INFINITY® SERIES



COOLS

HEATS

UP TO
18
SEER



turn to the experts

UP TO
11
HSPF

We Love These Products!

Introducing the **Carrier 25VNA8 Infinity® 18VS Variable Speed Heat Pump**, the next, next level of home heating and cooling equipment. Like the Infinity® 20 Heat Pump (25VNA0) before it, this model is **designed for maximum comfort**, using variable speed compression technology to adapt its output to your home's specific needs.

The main difference between the two models is that whereas the 25VNA0 uses a variable speed compressor with infinite adjustments between 40 and 100% capacity (giving the home only the amount of cooling or heating necessary), the 25VNA8 uses a **5-stage compressor**. While it does not have the infinite adjustments of the 25VNA0, it does have a wider capacity range of 25-100 percent.



All this is not to say that the Infinity® 20 Heat Pump with Greenspeed Intelligence is now obsolete. Far from it, the 25VNA0 still beats the 25VNA8 in terms of SEER (seasonal energy efficiency ratio), EER (energy efficiency ratio) and HSPF (heating seasonal performance factor). So, if you're looking for maximum efficiency ratings, the 25VNA0 remains your best option.



However, no matter which model you choose, you'll be wise to optimize your new unit's heating and cooling capabilities with the **Infinity® control Wi-Fi thermostat**. The newest Infinity® control thermostats let you **manage your temperature settings from your computer, tablet or smartphone**. They also remember the preferred settings of every member of your household, and some thermostats can even display digital photographs.

And of course, all of these innovative products are backed by manufacturer warranty and ServAssure's 24-month, 100% satisfaction, money-back guarantee. For more information on any of the above, contact us today.

Updating Your Infinity® Touch Controls

In order to get the most out for your Infinity® control and connected comfort equipment, you'll have to update your control's software. Fortunately, updates can be completed quickly and easily. Visit <https://www.myinfinitytouch.carrier.com/Infinity/Downloads>, scroll down, and click on the "End User License Agreement" link to begin.



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
Please see entry rules.

I'd like more information on:
(check all applicable)

- Carbon monoxide and smoke/fire alarms
- Wi-Fi Thermostats
- Carrier Infinity Heat Pumps
- Heating System Tune-ups
- Carrier Heating and Cooling Equipment
- Other: _____



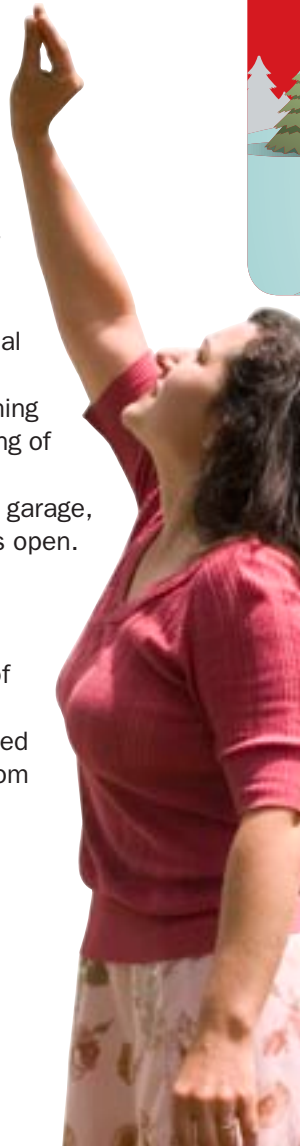
REMINDER:

Check Your Fire, Smoke & Carbon Monoxide Alarms

According to the Center for Disease Control, between 1999 and 2010, an average of 430 people died each year in the U.S. from unintentional carbon monoxide poisoning, and according to the National Fire Protection Association, nearly two-thirds of home fire deaths from 2007-2011 occurred in properties without smoke alarms. With these frightening statistics in mind, your ServAssure Dealer would like to remind you to:

- Install smoke and carbon monoxide alarms inside every bedroom and on every level of your home, including the basement.
- Test all alarms at least once a month using their test buttons.
- Change the batteries in all alarms at least twice a year.
- Replace your alarms every 10 years or sooner if they do not respond properly when tested.
- Have a trained professional inspect your flues, chimneys and all fuel-burning appliances at the beginning of each heating season.
- Never idle your car in the garage, even if the garage door is open.
- Never use a charcoal or propane grill indoors.
- Use an emergency generator only in cases of emergency and be sure that it is in a well-ventilated location outside, away from windows, doors and vent openings.

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



Why You Really Need a Service Plan!

It's 2 a.m. on December 25th. Suddenly, you shoot awake in your bed. Unfortunately, it isn't holiday excitement that's interrupting your sleep, but unbearably cold temperatures. Don't let a nightmare-before-Christmas scenario like this ruin your holiday. Instead, **make a small investment in a service plan so you can save big throughout the year**, with:

- **Annual preventive maintenance**
- **Priority emergency service**
- **Increased equipment efficiency**
- **Lower energy costs**
- **Improved heating performance**
- **Prolonged equipment life**
- **Reduced chance of an untimely breakdown**
- **Worry-free peace of mind**

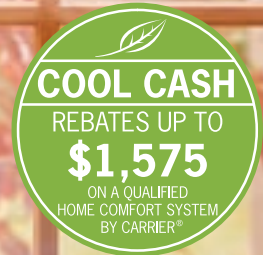
The fact of the matter is that one repair could end up costing you more than a service plan would, and only a service plan can ensure that your system provides uninterrupted heating performance when you need it most. Improved efficiency and reduced fuel costs are great bonuses, but the peace of mind you'll get from knowing **you and your family will stay warm and safe** — that's invaluable. And after all, that's what home comfort is really all about.

Call today to sign up for one of our service plans and get the peace of mind you deserve.



Upgrade Your Heating System Now to Enjoy Rebates up to \$2,175!*

The Carrier® Infinity® Greenspeed™ Hybrid Heat® system gives you super high efficiency heating in the winter plus energy-saving cooling and superb dehumidification in the summer; now with rebates up to \$2,175!



turn to the experts



* Up to \$1,575 Carrier Cool Cash rebate effective August 1st through October 15th, 2014. System must be installed by October 31st, 2014. Up to \$600 ServAssure rebate subject to change without notice. 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. Call for complete details.



Reasons For the Season

“Why should I replace my heating system with the most efficient system I can afford?”

Because it's a great investment in the future.



- Environmental regulations and political instability concerns are causing all energy prices to rise. So, **the less energy you use, the better.**
- Natural gas companies are headed down dead ends, causing prices to continue rising.
- Electricity prices are going up due to coal plant closings and emissions regulations going into effect now and over the next couple of years.

“Why should I invest in a standby power generator?”

Because it provides peace of mind in any weather.



- The electrical grid continues to be stressed by severe weather conditions and **increasing storm frequency.**
- The utilities regularly show that they are unable to restore power in a timely fashion.
- Leggett is a full-service Generac sales, installation and service company. (Read more on page 6.)

“Why should I invest in a whole-house water treatment system?”

For the sake of your health and your budget.



- Water prices are rising through the roof due to new regulations.
- New chemicals used to purify our water, including Chloramine (a mixture of Ammonia and Chlorine), are creating **serious health concerns.**

“Why should I consider financing?”

So we can get the job done right, right when you need it done.



- When it's time for that emergency repair or upgrade, Leggett partners with some of the best industry lenders so we can get you up and running again without cutting any corners in terms of quality.
- We even partner with certified efficiency experts to offer **long-term, low-interest**

financing on services like air sealing, insulation and other whole-house energy improvements.

- We will spend the time it takes to get the job done properly and figure out a payment plan that works for you not just now, but six months from now.

“Why should I choose Leggett?”

Because we are fully committed to your peace of mind, comfort and security.



- For 20 years, we've offered upfront pricing, so you know the full cost of each and every job before we start it.
- For 12 years, we've offered a **two-year 100% satisfaction guarantee** on all new installations. No other local company does this.
- We never leave behind a mess.
- We offer **discounted service agreements** that include seasonal maintenance to reduce the likelihood of a system breakdown, and if you do encounter a problem, we waive our service fee and discount the repair bill by 10%. Plus, if we can't restore your comfort control system within 24 hours, we offer free temporary electric heaters or a ductless A/C system, or we will pay up to \$100 per day for you to stay in a hotel.
- We add a range of items to your seasonal service plans, such as turning off and on outside faucets, changing water filters, delivering and adding salt to your water softener, changing UV lamps, changing smoke alarm batteries, delivering and changing air filters, and servicing humidifiers, dehumidifiers and water heaters in addition to the furnaces, boilers, air conditioners, ductless systems and heat pumps we already cover.
- Our employees, who average 19 years with the company, will treat you like family, because you are an important part of their livelihood.
- We reward our customers for their referrals, so if you prefer us refer us.
- **Why take a chance with anyone else? Call Leggett at 717-737-4562 for any of the services detailed above.**



You Are Now Entering the Comfort Zone

Welcome to the comfort zone, **where it's cool and dry in the summer and warm and cozy in the winter**, where precise temperature control is always at your finger tips, where you can achieve consistent temperatures throughout any room while saving energy all year long. This isn't some far-off fairy-tale castle; it's your home, or at least it can be, thanks to the experts at **Leggett Inc., your Mitsubishi Electric Diamond™ Contractor!**



Mitsubishi Electric Cooling & Heating systems **transform your home into an oasis of comfort**, with energy-efficient INVERTER-driven compressor technology and the power of individual room control. Mitsubishi's easy-to-use smart remote controller lets you adjust your system's mode of operation between COOL, HEAT, DRY or AUTO, and you can even adjust fan speed and vane direction. It's **low cost**, it's **high efficiency**, and it's **everything you need to control your comfort.**

To bring your home into the comfort zone, with a Mitsubishi heat pump, call Leggett at 717-737-4562 today.

BEAT THE RUSH!
Call before 10/31/14
for a \$214 discount!



Maximum Comfort News



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Family Owned For 48 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, click on "Amazon Gift Card," then click the picture of the card and complete the easy entry form. You may also mail 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, 2014, from among all 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 2014 issue is Julie Dibble. Congratulations, Julie! See above for our latest contest.

Are You Still Thinking About a Generator?

If you've been thinking ... and thinking ... and thinking about installing a standby home generator it's time to stop thinking and act. Fall is prime hurricane season – followed by winter's blizzards and nor'easters. Fortunately, **Leggett has just what you need to weather any storm – an emergency backup generator by Generac**, the most trusted name in residential standby power. In fact, Generac sells more home standby generators than all of their competitors combined!

Leggett has installed 150 Generac backup generators to date, and to better service your generator, we have several factory-trained service technicians on staff. Furthermore, our commitment to quality service and customer satisfaction has been recognized by Generac, who awards us **Power Pro Select** dealer status.

We're also factory-authorized to complete all warranty repairs on Honeywell, Nutone and Eaton generators.

Leggett recommends comprehensive yearly maintenance for your generator, especially if it has a lot of hours on it. Of course, it's best to have this annual check-up completed before storm season arrives ... because if you wait, then you could end up in the dark ... with food spoiling in the fridge ... and flashlights doubling as nightlights ... and your family huddled together for warmth, under three layers of blankets, coats and sweaters.

Call 717-737-4562 today to schedule your generator installation or maintenance appointment.



GENERAC

Call before October 31, 2014 and we will give you a \$214.00 discount on a new generator!

