



Maximum Comfort News

www.leggettinc.com



ServAssure
D E A L E R

1966-2012

Celebrating
46 YEARS of
SERVICE

PRESIDENT'S MESSAGE

For 46 Years, We've Been Committed to Your Complete Comfort and Peace of Mind!



While the past year brought many challenges – with the record rain, wind and snow leading to floods and power outages; and unpredictable energy costs, lower energy assistance and more excuses from politicians failing to bring it all under control, **one thing that has not changed is Leggett, Inc.'s commitment to help you bring your energy use under control and to lower your energy bills.**

Thanks to our top-notch factory-trained staff, we can make it happen. Leggett, Inc. has now earned its **third Carrier Factory Authorized Dealer "Presidents Award"** and **Generac Standby Generator "Select" dealer** status. (You can read more about Carrier and Generac products in this newsletter.)

You can count on us for your complete comfort because:

- ✓ We've been **family-run for 46 years**. We know you, your family, your home and your heating system and we're always here when you need us.
- ✓ Our team members **do the job right the first time** with little or no supervision.
- ✓ As a member of the **ServAssure Dealer Alliance**, we guarantee your complete satisfaction (see article on page 3).

We are pleased to have served residential and commercial customers in the greater Harrisburg area since 1966 with **outstanding home energy consultations, emergency backup generators, heating, cooling, plumbing, electrical, bathroom remodeling and water treatment systems.**

As varied as our services may be, however, we always strive to **show the care and concern you won't get – and can't get – from a larger company** that's in it to make a buck and move on to the next client. And to us, that's what true comfort is all about.

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 in 2012.

Sincerely,

Ernie Leggett

Ernie Leggett
President



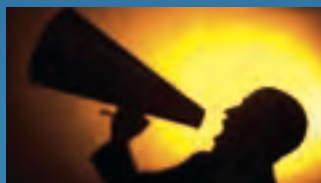
P.S. Don't forget to take advantage of this issue's valuable Carrier "Cool Choices" Offer and up to \$600 in ServAssure rebates, and enter our giveaway to win a new Kindle!

Prefer Us? Refer Us!

If you are pleased with **Leggett, Inc.'s** outstanding products, quality service and unbeatable personal attention (and we certainly hope you are), why not tell a friend, neighbor or relative about 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**.
Thank you!



**Some restrictions apply, call for details.*

The True Cost of Putting Off Cooling System Maintenance

Who am I?

I work hard every day for several months without a break. I'm outside during temperatures that can rise to 100 degrees. I'm constantly exposed to rain, dirt and insects, often covered in overgrowth and even mold.

I'm your central air conditioner – and I need some maintenance. Because, without your help, I can't fulfill my real potential.

Your A/C is right – the way to keep it working at its very best is to **have it maintained regularly by one of our expert technicians**. Best of all, **your annual A/C maintenance is included in your cooling service plan**.

With regular cooling maintenance, you cut costs in so many ways:

- ✓ **Your equipment will last longer** – which means you won't need to spend money on a new A/C.
- ✓ **You will enjoy lower utility bills by increasing your unit's efficiency by up to 10%** – even higher when a system is low on refrigerant or has other deficiencies that are routinely spotted during annual preventive maintenance.
- ✓ **Your central air conditioner will require fewer repairs** – which involves paying for parts and labor (if you are not enrolled in a service plan).



- ✓ **You'll be more comfortable** – and when the heat index reaches 100° or more, there's no substitute for a well-running air conditioner.
- ✓ **You'll protect your investment in your cooling equipment**

– which in wintertime, can also be your heating equipment if you own a heat pump – and add more value to your home.

Central air conditioner maintenance is particularly important, since the condenser is outdoors, exposed to the elements, dirt and debris, which can clog the filters, coils and blower.

During a typical maintenance visit, your cooling technician will check operating pressures, refrigerant charge, filters, compressors, fan motor, and other important parts ... clean coils as needed ... lubricate all moving parts ... and tighten all working connections. **If we find any minor problems, we'll fix them before they turn into costly repairs.**

The true cost of putting off cooling system maintenance might be thousands of dollars in wasted energy. And that's not too cool! Call us to schedule your cooling maintenance checkup today.

Upgrade and Up Your Selling Price

Buyers want to get the best property value for their money ... sellers want to get the most money for their property value – and an energy-efficient comfort system upgrade will help all of them!

If your home is on the market, a new cooling and/or heating system is a great selling point. **It's an investment that's often overlooked and undervalued – and one that will quite possibly “up” a home's selling price.**

Prospective buyers are looking for homes that don't need a lot of upgrading or work done to them (and a new central air conditioner looks so much nicer than those ugly window or wall units). Buyers also want a house that will save them energy and money – and one with a safe and dependable comfort system.

By taking this matter into your own hands, it will give the future owners peace of mind that after a few months, they will not need to replace the heating/cooling system. It will also help your home to sell quickly without a lot of negotiations back and forth.

Payback in a few short years

If your current heating or cooling system is 15-20 years old, a moderately priced upgrade could **pay for itself in only a few years!** Moreover, you will enjoy energy savings for the life of the new system!



Here Are the Facts ...

A study performed by ICF Consulting on behalf of the EPA and published in the *Appraisal Journal* indicates that the value of a home increases between **\$11.00 and \$21.00 for every \$1.00 in annual energy savings.**

And, according to *Money Magazine*, if your system is more than two decades old, the new one should easily pay for itself in three to seven years. In the long term it can save you more money than any other home improvement project.

ServAssure = Integrity

Our company is 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. Boil it all down to one word, and that's **INTEGRITY**.

Not every comfort company out there has what it takes to be a ServAssure company. We 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. We not only emphasize the word "service" in "customer service" ... we elevate it to a new level.

We also take professionalism to greater heights. We invest heavily to build a great company with great long-term employees who are **dedicated, knowledgeable and reliable.** Our team truly wants to help you, and will go out of their way to do so.

In addition, **all ServAssure dealers are Carrier Factory Authorized Dealers (CFAD).** The Carrier Factory Authorized Dealer initiative is a rigorous, standards-based national endorsement – and CFADs are true experts in handling all your home comfort needs, from tailoring your ideal comfort system to installation, service and beyond. **Several ServAssure dealers have also received Carrier's highest honor, the President's Award.** These dealers have truly gone "above and beyond" in terms of service and technical excellence. We are extremely proud that **one-half of all the Carrier President's Awards issued in the tri-state area went to ServAssure dealers!**

As a ServAssure member, you can count on us to deliver the trust, value and peace of mind you won't get anywhere else.




We Guarantee It!
It is our honor to provide you with ServAssure's Satisfaction Guarantee – 100% complete satisfaction or your money back. Plus, all parts, labor and materials are covered for 24 months – that's 2 full years – from your date of installation.



You Can Finance a New Comfort System!

We understand that a new heating or cooling system is a major investment in your home. That's why **we make it easy for you to afford a new boiler, furnace, air conditioner or heat pump ... thanks to our convenient financing program! Plus, you get the extra benefit of saving up to 30% or more in energy costs!**

Many of our customers have taken advantage of special low-rate, low-payment financing programs for energy-efficient home improvements. You can, too! And, there are other money-saving opportunities – where available – for you to pursue, like **utility and manufacturers' rebates.**

In fact, there's a terrific deal right here in this issue of *Maximum Comfort News* – the **Carrier "Cool Choices" offer and up to \$600 in ServAssure rebates, featured on page 4.**

We've been offering this special promotion for several years – and many of our customers have told us that without it, they probably wouldn't have considered a comfort system upgrade at all.

To find out how to save a bundle on your new heating or cooling system ... and then save another bundle through greater energy efficiency, call us 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 the "Kindle Grand Giveaway" Contest.
Please see entry rules.

I'd like more information on:

(check all applicable)

- Financing and Other Special Offers on High-Efficiency Comfort Systems
- Central Air Conditioning Upgrades
- Heating System Upgrades
- ENERGY STAR® Products
- Carrier Heating and Cooling Equipment
- Other: _____

What New Cooling Systems Have that Older Ones Don't

According to the U.S. Department of Energy, today's central air conditioners use 30% to 50% less energy to produce the same amount of cooling as air conditioners made in the mid-1970s. Even if your air conditioner is only 10 years old, you may save 20% to 40% of your cooling energy costs by replacing it with a newer, more efficient model.

How do you know if an air conditioner has a high efficiency?

Look for its seasonal energy efficiency ratio (SEER) – a number indicating the relative amount of energy needed to provide a specific cooling output. Many older systems have SEER ratings of 6 or less. The minimum SEER allowed today is 13. **Look for the ENERGY STAR® label for central air conditioners with SEER ratings of 13 or greater**, but consider using air conditioning equipment with higher SEER ratings for greater savings. For instance, the **Carrier models we sell have efficiencies as high as 21.**

New A/Cs are also more environmentally-friendly. As of 2010, all air conditioners are required to have eco-friendly R410A ("Puron") coolant and all R-22 ("Freon") coolant, believed to be linked to global warming, has been phased out of production.

Modern central air conditioners are sophisticated systems integrating ventilation, humidification, dehumidification and indoor air quality – and the newest units have "smart" microprocessor-based controls to regulate these functions. The latest A/Cs are also **more compact, whisper-quiet and built for greater durability.**

Mini-split ductless air conditioning systems are gaining popularity, especially in homes without ductwork, retrofits and home additions, and for installations in compact spaces. **Many homeowners are ditching their ugly window and wall units for these slim, compact systems** that can be installed high up on a wall or attached to the ceiling (and look nothing like typical air conditioners).

We are proud to sell and install Carrier air conditioners. Carrier manufactures a variety of innovative cooling solutions, including **geothermal heat pumps** which provide cooling in summer; as well as **packaged products** where all the system's



Modern A/Cs have the power to save you energy and money – all the more reason for you to upgrade!

3 signs that you may need a new A/C:

1. It isn't producing cool air, even after the filter and coils have been cleaned.
2. It's producing loud noises, especially a squealing or grinding sound.
3. There are pools of water forming outside near the base, which could be a sign of a broken drain tube or condensation pump.

components are housed in a single casing. You might say that Carrier knows a thing or two about air conditioning – the company's founder, Willis Carrier, discovered the principles behind modern air conditioning back in 1902!

Call us today – we'll help you choose a new cooling system that's right for you! And see below for our special Carrier "Cool Choices" offer and up to \$600 in ServAssure rebates!

Save up to \$2,050* on high efficiency home comfort.

Ask about Utility Company Rebates!

Cool Cash Rebate - up to \$1,250
 ServAssure Rebate - up to \$ 300
 Energy Tax Credit - up to \$ 500
 up to \$2,050*

FPO

Take advantage of limited time rebates and tax credits to give your family more comfort for less. If you've been thinking about upgrading your heating and cooling system for more efficiency and lower utility bills, now is the time!



* Cool Cash Rebate offer valid 9/01/11 through 11/15/11. ServAssure rebates subject to change without notice. System must be installed by 11/30/11. Rebate amounts vary depending on equipment purchased. Not valid on prior purchases or in conjunction with other offers; some restrictions may apply. Up to \$500 federal tax credit on qualifying energy saving home improvements 1/01/11 - 12/31/11. Call for complete details.

GENERAC®

We Recommend Generac Generators

Leggett, Inc. is a full service Generac sales, installation and service company. Generac is the most trusted name in residential standby power – in fact, they sell more home standby generators than all of their competitors combined!

Leggett, Inc. has installed 40 Generac backup generators in the past year, and to better service your generator, we have factory-trained four technicians, and have retained our “Select Dealer” status for Generac sales and service.

We recommend comprehensive yearly maintenance for your generator, especially if it has a lot of hours on it. Call for your maintenance appointment today so your backup generator will be ready when you need it.

Are You Ready for a Blackout?

Leggett Inc. Provides Professional Installation of Automatic Standby Generators!



If you lost power during the several major storms of 2011, you know how difficult life can be without electricity.

Even more troubling is knowing it could happen again. The Pennsylvania Public Utilities Commission has reported that **long-term issues in the state’s power grid – and its delivery systems – will never be a completely effective match for Mother Nature.** Moreover, electric utilities are built to provide peak demand to customers, but their field crews are not sized for huge storms.

The solution? An emergency backup generator! 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 begin supplying the power for the vital circuits in your home.

And, 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 offer generators in a variety of power capacities, depending on the types of appliances you wish to operate during an outage. **For more information and a FREE in-home generator consultation, call Leggett, Inc. at (717) 737-4562.**

Pump up the Efficiency ...

with the Carrier Inverter Heat Pump System



turn to the experts



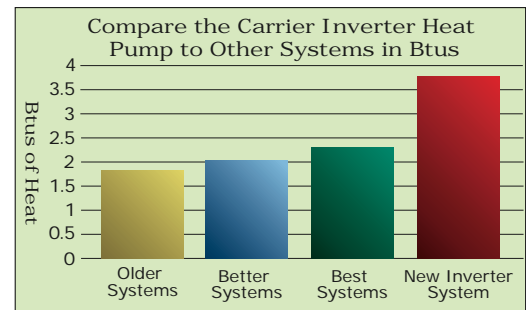
Like no product we’ve ever offered before!

We want to let you know about *a new Carrier product that is quickly becoming the standard geothermal alternative and hybrid system match in the industry. Plus, it’s our top pick for cool comfort this summer!*

The Carrier Inverter Heat Pump beats other heat pumps in energy efficiency (its Heating Seasonal Performance Factor, or HSPF rating) by 29% and gives you 18% more capacity than its closest competitor.

The Inverter Heat Pump operates with Carrier’s best control, the Infinity user interface. This interface controls temperature, humidity, ventilation, airflow, zoning and indoor air quality – and it manages your system “intelligently” via “Greenspeed technology,” adjusting the compressor’s motor as indoor and outdoor conditions change, while also adjusting humidity levels for ideal comfort as if it had a conscience (something a standard air conditioner can’t do). **You’ll feel the difference as it cools and dehumidifies your home on a hot and humid day!**

With a Carrier Inverter Heat Pump, you enjoy remarkable efficiency that’s just about the same as you would get from a geothermal heat pump – except there’s a shorter payback and none of the digging and mess associated with installing geothermal equipment.



If you are looking for maximum comfort, high efficiency, and outstanding energy savings, give us a call today and ask about the Carrier Inverter Heat Pump.

think 61 mpg for your home



greenspeed INTELLIGENCE

Heating & Cooling



turn to the experts



SewAssure



Maximum Comfort News



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Family Owned For 46 Years

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LIC. # PA9401



NEW CONTEST!

KINDLE GRAND GIVEAWAY



In past contests, we awarded a grand prize to one customer chosen from all participating ServAssure dealers' customers. This year, we decided to have each participating ServAssure dealer pick one winner, and award each winner a prize.

That's why here at Leggett, Inc., we're giving away a new Amazon Kindle Touch, valued at \$99.00, to one of our lucky customers!

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 (May 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.

\$500 Holiday Shopping Spree Winner

The winner of the \$500 Shopping Spree contest featured in the Fall 2011 issue is Mollie Woolley of Avalon, New Jersey. Congratulations! See above for our latest contest.



At Leggett, Inc., We Mean Business!

Do you own or manage a business? Check out our commercial services. We enjoy servicing offices and light commercial buildings because we know we can make a difference.

- * 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 have counted on us for our high standards that have earned us the honor of being a ServAssure Dealer – financial stability, our 24-month money-back guarantee, prompt around-the-clock emergency service, flat rate service pricing and consistent sales practices.

We will be glad to meet with you to discuss any special concerns at your place of business, as a professional courtesy, upon your request. We're happy to provide references. Call us at (717) 737-4562.

An A/C without a Service Plan? Not Too Cool!

On page 2, we told you about the true cost of putting off cooling system maintenance. We can't emphasize enough how important it is to properly maintain your central air conditioning system.

Air conditioners require annual maintenance to run effectively, cost-efficiently and reliably – and the best way to make sure your A/C receives annual maintenance is to enroll in Leggett, Inc.'s preventive maintenance plan.

This outstanding plan includes your comprehensive annual air conditioning inspection and checkup. Your knowledgeable Leggett air conditioning technician will perform a 25-point summer air conditioning inspection. **If we find any problems along the way, we'll let you know about them, and with your go-ahead, fix them so that everything – and everyone – will be cool.**

Before the heat rolls in make sure your air conditioner rocks on! **Schedule your preventive maintenance visit by calling (717) 737-4562 today!**

