



# Maximum Comfort News

Spring 2015

[www.leggettinc.com](http://www.leggettinc.com)



## PRESIDENT'S MESSAGE

### HVAC Finally Has a Throttle



For over 100 years, heating and cooling systems were commonly oversized, and if properly sized, they operated at 100% capacity for about 10% of their operational life. When I first learned how to size heating and cooling systems 35 years ago, we had to design them with one speed: full bore, pedal to the metal, high speed. They were sized for the coldest or hottest days of the year, caused huge temperature swings, and provided ... let's just call it less-than-optimal comfort, with the system cycling off and on 90% of the time. Today, things are much different.

Most modern systems have a throttle. They have two, three or even variable speeds to increase comfort and efficiency. In most cases, the thermostat controls the output to match the heat loss-gain and to optimize humidity levels. Many Leggett customers have chosen these systems over the past 10 years. **In 2014, 90% of our systems included at least the variable speed indoor blower assembly and an upgraded comfort control.** Those of you who upgraded to these models have come back to us feeling more comfortable and overall very happy with the results.

We now have an even wider range of products available to design a set-up that meets your comfort needs. Many of these new models are featured in this newsletter, including the **Mitsubishi Electric Hyper-Heating multi zone systems** and the **Carrier C<sup>o</sup>r™ thermostat**, offering Internet accessibility for any system old or new. We're also featuring the new **Generac Synergy™ backup power system**, a whole-house generator that uses variable-speed technology to achieve maximum fuel efficiency.

Lastly, **Leggett is getting ready to celebrate our 50th year of service to Central Pennsylvania and the Harrisburg metropolitan area.** We want to renew our commitment to you with a reassurance that we will continue to treat you like no other service agency can. This commitment is backed by **ServAssure's exclusive two-year 100% satisfaction guarantee** on all new Carrier system installations, and of course, by our 49-year tradition of full service excellence. So, on behalf of everyone here at Leggett, thank you for helping us keep that tradition going strong.

Sincerely,

Ernie Leggett  
President



### Do You "Like" Leggett?

If so, let's make it official – Facebook official, that is. Find us at [Facebook.com/LeggettInc](https://www.facebook.com/LeggettInc) and click "Like" to stay updated on everything that's going on at Leggett.

While you're online, check out our Twitter page at [@LeggettInc](https://twitter.com/LeggettInc). and "Follow" us as we lead the way toward a comfier tomorrow.

## Pennsylvania Promotes Energy Efficiency

Upgrading your cooling system may not be as difficult or expensive as you imagined, thanks to Pennsylvania's participation in Keystone HELP and the AFC First PowerSaver Plus Financing Program. With this program, you can get a true fixed rate loan for \$1,000-\$7,499, as well as a simultaneous second loan for any excess amount up to \$25,000.

- ✓ Fast and easy to apply
- ✓ Up to 7 years to repay
- ✓ No prepayment penalty
- ✓ No fees
- ✓ No home equity required
- ✓ New homeowners eligible
- ✓ 100% financing available up to \$25,000

As an AFC First Approved Contractor, Leggett Inc. can help you work your way through this simple financing process. Just give us a call at 717-737-4562 for more information.



# The Ins and Outs of an Upgrade

When you're working with a ServAssure dealer, upgrading your home heating or cooling equipment is easy. But make no mistake — **there's more to upgrading than simply picking out a new system and having it installed ... much more!** From the size of your home to the size of your system to the size of your budget, there are many measurements that need to be taken and other factors requiring thoughtful consideration. Fortunately, **we'll be there to help you every step of the way.** To get started, here are just a few of the "ins" and "outs" of an upgrade:



**SIZING:** Many homeowners who don't purchase their equipment through a ServAssure dealer end up buying a bigger boiler, furnace or air conditioner than they need, thinking it will provide greater comfort. However, the opposite is actually true. **An oversized heating system may cycle on and off more frequently, which makes your home less comfortable and puts a heavy strain on the equipment itself.** And if your air conditioner is too large, it will cool your home quickly but only remove some of the humidity, leaving it feeling damp and clammy. Only a properly sized system can provide the desired results for your home.

**EFFICIENCY:** Heating efficiency is measured by Annual Fuel Utilization Efficiency (AFUE) and cooling efficiency is measured by the Seasonal Energy Efficiency Ratio (SEER). Generally speaking, the higher the AFUE or SEER that a system has, the more efficient it is. However, **optimum AFUE and SEER — that is, the rating listed on the equipment — can only**

**be achieved via expert installation (which we provide).** And when you factor in your home's size and air flow, as well as the size of the unit itself, a system with a slightly lower AFUE or SEER rating might actually provide better efficiency than an improperly sized unit with a higher rating.

**PRICING:** The price of some of the most energy-efficient heating and cooling systems might seem staggering at first, but these units often pay for themselves in just a few short years through energy savings, and there are numerous manufacturer and dealer rebates that can make your purchase much more affordable. Additionally, tax incentives may be available for energy-efficient system upgrades, making the transition to a more energy-efficient system well worth the initial investment. **See the Carrier CoolCash offer on page 4, be sure to ask your ServAssure dealer about any other rebates and incentives that may be available,** and last but not least, keep in mind that a less expensive unit could end up costing you more in repairs or energy expenses in the future.

We Love this Product: \_\_\_\_\_

## Mitsubishi M-Series Hyper-Heating Multi-Zone Systems

There was a time when high-efficiency and multi-zone home comfort weren't mentioned in the same sentence, especially not when talking about heat pumps; you could either have complete comfort control with individual temperature settings for different rooms or you could save energy — you couldn't do both.

Now, thanks to Mitsubishi's M-Series Hyper-Heating Multi-Zone Systems, such as the MXZ H2i® Heat Pumps, you can enjoy year-round, high-efficiency heating and cooling with specific temperature settings for bedrooms, basements, sunrooms and all throughout the home. A variety of indoor units provide flexible zone comfort control, while the INVERTER-driven compressor in the outdoor units provides higher efficiency with minimal power usage.



- \* INVERTER-driven technology results in substantial energy savings
- \* Zone control for improved comfort and decreased energy usage
- \* 19.1-17.0 SEER, 11.3-9.8 HSPF, 12,600-48,000 Btu/h
- \* Ability to connect to 2-8 indoor units
- \* Can be used for Ducted or Ductless applications
- \* All Hyper-Heating models deliver 100% heating capacity at 5°F
- \* Up to 85% heating capacity at temperatures as low as -13°F
- \* All MXZ H2i Systems are ENERGY STAR® rated
- \* Local and state utility rebates and incentive opportunities

Available with a range of sleek designs, as well as wireless or wired remote controls, these new hyper-heating multi-zone units allow you to customize your comfort like never before, while providing unprecedented energy savings. To find out which Mitsubishi Hyper-Heating System works best for your home, call or contact us today. Systems are available for commercial applications as well; please call for details.



## Get More with the Côt™

**New for 2015**, your ServAssure dealer is proud to be the first to introduce you to the Carrier Côt™ thermostat. Sleek, stylish and **smartphone-compatible**, the Côt thermostat comes ready to take its place at “the heart of a smarter home,” but even if you’re not the most technologically astute homeowner on your block, this **simple-to-use** device will do wonders for your home’s comfort and efficiency levels. In fact, studies have shown that **homeowners using the Côt thermostat save an average of 20 percent on their heating and cooling costs.\***

There are many great programmable thermostats on the market, and wireless thermostats are getting more and more popular every year, but the bottom line is this: the Carrier Côt offers more than any other wireless or programmable thermostat available today.

- **Remote access via web portal or smartphone app**
- **Energy reports and customized saving tips**
- **Intelligent software adapts beyond manual programming** for greater efficiency, while meeting ideal comfort levels by understanding home and system characteristics
- **Smartphone-style, color touch screen**
- **Indoor humidity sense and display**
- **Local 4-day weather forecast**



- **HVAC system alerts and maintenance reminders** display ServAssure dealer contact information
- **7-day programmability** with Guided Scheduling, Comfort Profiles and Touch-n-Go Features

“But wait,” you say. “All that sounds great, but I don’t have a Carrier heating or cooling system in my home.” No problem! The Carrier Côt thermostat works with almost any brand and will still allow you to manage your home comfort and efficiency levels from anywhere in the world, putting you in complete control of your heating and cooling system like never before.

**To find out more about the Côt, call your ServAssure dealer today.**

*\*Based on a 2012 third-party study comparing Carrier Côt™ technology to the estimated cost of a non-programmable thermostat set to 72° F at all times.*

### 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)*

- System Upgrades
- Cooling and Heating Tune-ups
- Carrier Côt Thermostats
- Mitsubishi Hyper-Heat Multisystem
- Carrier Comfort Equipment
- Special Rebates and Offers
- Other: \_\_\_\_\_



# Too Big To Succeed

You've heard about companies that are considered "too big to fail," but what about companies that are too big to live up to their word, too big to honor their discounts, and quite simply too big to succeed when it comes to your home comfort? This seems to be the case with many of the "mega-comfort" companies vying for your business today. These **big businesses offer big savings and big promises, but at the end of the day all you're left with are big headaches and even bigger disappointments.** And when you call to complain about being misled, their answers are almost always the same: "You didn't read your contract. It says in the fine print ..." Of course, what this really means is that to them, you are nothing more than a number on a piece of paper, a plus sign on a ledger, not a person with a home and a family that depends on you for their comfort and safety.

So, if you're looking for personalized service from real people, like you, who you can truly count on to stick to their word, then stick with your ServAssure dealer. In addition to the quality service and assurance you just won't get from a mega-company, only a ServAssure dealer can offer...

## The ServAssure Satisfaction Guarantee

- **100% Complete Satisfaction or Your Money Back**
- **ALL Parts, Labor and Materials Covered for Two Full Years on all installations**
- **No Surprise Pricing — All Services Performed at Quoted Flat-Rate Price**
- **ALL Services Performed by Reputable, Reliable, Licensed Professionals**
- **No Mess — Our Techs Keep Your Home Clean**

For service that's reputable, reliable, professional and personal, call your ServAssure dealer today!



# It's Tune-Up Time

Is your central air conditioning system ready for another hot summer? Just as importantly, how well did your heating equipment stand up to the winter? The best way to keep your heating and cooling equipment running efficiently and effectively is by having annual tune-ups performed for both systems. As a ServAssure dealer, we are fully licensed to perform both heating and cooling services. Now is the ideal time to schedule preventive maintenance for your air conditioning system, and if you missed your annual heating tune-up last fall, you'll definitely want to get one done as soon as possible. Plus, you'll enjoy these great tune-up benefits.

- **Rest assured that your central air conditioner is ready to cool you down in the months ahead**  
**AND**
- **Get a heads up on any wear and tear your heating equipment might have sustained over the past few months**
- **Optimize your heating and cooling systems' energy efficiency for the coming seasons**  
**AND**
- **Get the preventive maintenance you need to ensure minor issues don't become major problems further down the road**
- **Reduce the chance of a heating or cooling system breakdown occurring**  
**AND**
- **Experience year-round comfort and energy savings of up to 10 percent**



Mild spring weather is pleasant, but as any Northeasterner will attest, it never lasts. The heat and humidity will be here soon enough, with a cold fall following quickly thereafter, so now is the perfect time to kill two birds with one stone and **ensure your home stays protected in any temperature.** Call to schedule your annual heating and cooling tune-ups today.

**REBATES UP TO \$1,800\***  
ON A QUALIFIED HOME COMFORT SYSTEM BY CARRIER®

Update your home comfort system for rebate savings now and energy cost savings for years to come!



turn to the experts



Ask about additional utility company rebates



\* Up to \$1,200 Carrier Cool Cash rebate effective April 1st through June 30th, 2015. System must be installed by July 15th, 2015. 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.

# Test Your IAQ IQ

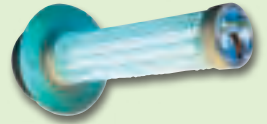


Everyone knows that spring can wreak havoc on a person's allergies, but do you know where the pollen invading your home comes from, or how it gets inside in the first place, or how an air cleaner can improve your indoor air quality (IAQ)? Answer these five quick questions and then check the answer key to determine your IAQ IQ!

- How does pollen get into the home?**
  - Through open windows and doors
  - On your shoes and clothes
  - Through heating and air conditioning vents
  - All of these
- True or False: Many of today's thermostats control indoor air quality as well as temperatures inside the home.**
- Which of the following plants growing in Dauphin County is considered a severe allergen?**
  - American Hornbeam
  - Black Locust
  - Crack Willow
  - American Sycamore
- True or False: the only way to neutralize in-home pollutants is through ventilation.**
- Which of the following odors can be removed by the RGF Guardian Air HVAC Cell?**
  - Smoke
  - Pet smells
  - Paint and chemicals
  - All of these

## ANSWER KEY

- Answer: D** – Windows, doors, shoes, clothes, and vents all invite pollen into your home. Keeping doors and windows closed, air ducts clean, and shoes off will significantly reduce the presence of pollen and other irritants inside your home.
- Answer: True**, many modern thermostats can be used to adjust temperature and humidity levels. Humidity is a major component of indoor air quality, as air that is too moist can produce molds and fungus, while air that is too dry can cause itchy throats and dry skin.
- Answer: C** – Also known as Salix fragilis, the Crack Willow is a severe allergen that pollinates from spring to summer. American Hornbeam and American Sycamore are considered moderate allergens, while Black Locust is considered a mild allergen.
- Answer: False**, air purifiers use oxidizing and ionizing technologies to eliminate air pollutants and foul odors.
- Answer: D** – The Guardian Air HVAC Cell easily mounts into air conditioning and heating system ducts and uses "friendly oxidizers" to reduce or eliminate all of these odors. To find out more, call 717-737-4562 or visit leggettinc.com.



## IAQ IQ

- 5/5 – Germicidal Genius
- 4/5 – Indoor Intellectual
- 3/5 – Seasonal Smarty
- 2/5 – Is it stuffy in here?
- 1/5 – Dust off the books



## April Showers Bring May Flowers ... and Power Outages

There's nothing worse than being stuck inside due to bad weather, except of course for being stuck inside without power. Unfortunately, nowadays it seems like a so-called "hundred-year storm" pops up every year or two. With this in mind, we're betting there are plenty of homeowners out there who've been considering purchasing a generator for a while. Don't put your decision off for another year. Instead, read our **Top Five Reasons to Purchase a Whole-House Backup Generator from Leggett Inc.**

- The power companies have recently cut back on upgrades and maintenance and as a result, **future storms can and will cause more damage to the power lines, leaving countless homeowners in the dark.** A whole-house backup generator will keep the lights on and preserve normalcy in your home.
- As your local **Generac Power Pro Dealer**, Leggett offers warranty service, 24-hour support, and insider access to the industry's leading whole-house backup generators, like the **Generac Synergy with G-Flex variable speed technology**, which offers best-in-class fuel efficiency. We can also custom-design a system to suit your specific needs.



- Three words: **peace of mind.** That's what a Generac whole-house backup generator offers for you and your family.
- Leggett has been installing and servicing generators for more than 20 years**, and over the past several years, our factory-authorized service department has been called on to repair many systems that were installed by non-Power Pro Dealers. Don't leave this job to a random handyman. Instead, go with the experts you already trust for quality home comfort service.
- Leggett offers a **free, no-obligation in-house consultation** for anyone who might be interested in

purchasing a Generac whole-house backup generator, as well as a **\$250 rebate** for any referral that leads to the sale of a new generator, furnace or air conditioning system.

**Convinced? Still unsure? Call today for your free in-house consultation. We will answer your questions, address your concerns and help you pick out the Generac generator that's perfect for your home.**

# Maximum Comfort News



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Family Owned For 49 Years

1989 Hummel Avenue  
Camp Hill, PA 17011

(717) 737-4562

Visit: [www.leggettinc.com](http://www.leggettinc.com)

LIC. # PA9401



## NEW CONTEST!

# WIN A \$75 AMAZON.COM GIFT CARD

It's that time again! 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! Did you forget to include something on your holiday wish list? Well, now's your chance to make up for it.

To enter, just fill out and 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, 2015, 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 gift card featured in the Fall 2014 issue is Deborah Kisic of Highspire, PA. Congratulations, Deborah! See above for our latest contest.*

## It's Homebuying Season

Spring is the busy season for most real estate professionals, as it's during this time of the year that people typically buy and sell homes. Are you thinking of relocating, or do you have some new neighbors on your block? Either way, **Leggett can help you take advantage of homebuying season**, with equipment upgrades that add significant value to your home and a referral program that puts some extra money in your pocket.

A new heating or cooling system might seem like a big investment at first, but when you consider all of the financial incentives that are available, as well as the value a new system adds to your home, it becomes clear that **upgrading is one investment that pays off quickly, if not immediately**. In fact, many real estate agents recommend that sellers upgrade their comfort systems before putting their homes on the market in order to get the best possible price for their property.

As for our referral program, there is no easier way to save on Leggett's home comfort services. If you're satisfied with our company, then tell a friend, neighbor or family member about us. **If the person you refer becomes a Leggett Inc. customer, we will issue you a \$100 credit to use on your next service call.** Plus, we'll issue a \$100 credit to the person you referred, making this an easy way to get in your new neighbor's good graces.

**To refer a neighbor or get more information on upgrading your home comfort system, call Leggett at 717-737-4562.**

