



Maximum Comfort News

www.leggettinc.com
www.leggettgenerators.com



PRESIDENT'S MESSAGE

Holiday Magic Starts With Leggett!



Welcome to the Fall issue of *Maximum Comfort News*. I'd like to begin this newsletter by thanking you — our valued customers — for trusting our family-owned team for your plumbing, heating, electrical, and cooling needs for more than 50 years. We look forward to providing the same valuable products and services you've come to rely on us for through the fall and winter seasons.

Inside you'll find an important **Consumer Alert** regarding EPA and DOE regulations and the Freon phaseout that is currently taking place (see page 2). Though this alert only affects about 10% of our customers, it's important to help evaluate repair vs. replace considerations for your cooling system. We've also included some valuable tips to make sure your smoke and carbon monoxide detectors are properly maintained and keeping your loved ones as safe as possible (page 3).

Our featured product this month is Carrier's Ductless Mini-Split heat pump (see page 3). Carrier offers a full line of competitively priced comfort products, giving homes and business more options than ever before. Leggett also continues to lead the way with standby generators in central PA. Our team of Generac factory-trained professionals is ready to take on all warranty work, repairs, preventive maintenance, new installations and upgrades.

To help keep your heating system running right all winter, year after year, tune it up! **Seasonal service drops the odds of needing a system repair by more than 80%**! Fall is the perfect time to do it. We've even included a **special limited-time seasonal coupon** that will let you get this important service at a discount (see page 6). Tying all your comfort together is a Leggett service plan! Our comprehensive plan is by far the best deal and includes tune-ups, and also give you **the peace of mind of complete coverage** should you find yourself in a jam this winter.

We strive for 100% satisfaction. The Leggett Team is always looking for ways to improve. Please let us know how we're doing! We have a contact form on our website that makes it simple to do exactly that, or you can always do it the "old-fashioned" way with a phone call or note. We hope you enjoy this newsletter, and the festive season ahead!

Sincerely yours,

Ernie

Ernie Leggett
 President



Save BIG by Earning Leggett Credits

One way we at Leggett like to say "thank you" to our customers is through our Rewards Club. That means you can save *BIG* when you refer your friends, family, company or co-workers to Leggett! If the person or business you refer becomes our customer, we'll reward both you and your referral with a \$100 credit. That's right — we value your referral so much that we're willing to pay you a C-note for it!

If you value and appreciate the work Leggett has done for your home or company the same way we value and appreciate you, please let others know with a positive post on Facebook (Facebook.com/LeggettInc), Twitter (@LeggettInc), Angie's List, Google, or Bing. Our success is based on the kind words of *you*, our most important asset! **Thanks for sharing!**

And if you're looking to add a few extra greenbacks to your savings, register to win a check for \$500 by mailing in the form on page 3 of this newsletter or by emailing your entry to info@leggettinc.com. See details on page 6!



CONSUMER ALERT: Freon Phaseout Explained

By now you're probably aware of the well-publicized phaseout of chlorodifluoromethane (**better known as R-22 or Freon**), once one of the refrigerants most commonly used in air conditioning systems. As a result, production of Freon has dropped drastically since the final phase down was announced in 2014, and will continue to drop until January 1, 2020, when all production will cease.

Why is Freon being phased out?

In the 1980's it was discovered that refrigerants like Freon that contain bromine or chlorine deplete the ozone layer when leaked to the atmosphere. Since 2010, all new air conditioners manufactured in the U.S. have come with a modern refrigerant called R-410A, which is both **more efficient** and **more environmentally friendly**.

What does this mean to you?

As Freon supplies have fallen, prices have risen. If your air conditioner uses R-22 and needs extra refrigerant because of a leak or other issue, your service charges can be much higher than they have been in the past.

Is now a good time to consider an upgrade?

Actually, YES! There has never been a better time to upgrade your air conditioning equipment. Not only will you head off any R-22-related challenges, but you can get state-of-the-art products that will give you *MORE* comfort than you dreamed possible for *LESS* than you imagine!

How can your local ServAssure dealer help?

Your home comfort provider is here to keep your family comfortable in a way that is both environmentally responsible and economically practical. If you have any questions about the changes you might experience, or the great modern products that are available, talk to your ServAssure dealer today.



ServAssure: Strength in Numbers, Comfort in Neighbors!

How do you provide the convenience and breadth of service of a large organization with the expertise, down-home care and personal touch of a local neighborhood company? Back in 1998, it was that exact question that became the starting point of our dealer network. Ten local home service providers in the Delaware Valley area met and sponsored informative consumer interviews to find out exactly what the expectations were when homeowners purchased a new heating or cooling system or required service on existing comfort equipment. The set of standards that resulted from these discussions combined the best practices and industry knowledge of an entire group of dealers. Today the ServAssure Network includes 15 dealers — all **100% dedicated to the satisfaction of their customers**.

Our dealers have hundreds of service trucks that travel the roads of central and eastern Pennsylvania, western and southern New Jersey, and northern Delaware. These roads lead not only to our customers, but to the very towns our dealers and employees live and work in. As local businesses, we are *always* nearby, and *always* accessible! That means you are welcome to visit a ServAssure dealer at any time, and call with any questions you might have. You can even speak to the president of the company if you like! Try *that* at one of the corporate mega-companies, where national sales volume is valued over product knowledge, personalized service and community interests!

To your ServAssure dealer, you're not a number, you're a *neighbor*!



IN THE SPOTLIGHT: ●●●●●

Carrier® Ductless Mini Splits

Carrier Ductless Mini Splits offer **high quality** and **high efficiency** at a **great price!** In fact, Carrier typically offers more value than competing products — and we're not just blowing hot air! From bedrooms to garages and any space in between, Carrier Ductless Mini Splits provide complete room-to-room comfort anywhere they're needed. Whether you live in a condo or an older home without ductwork, or just want more climate control over a specific room or area, Carrier ductless systems are an efficient way to expand your comfort, no matter what challenge your space presents.

Single- and Multi-Zone Systems!

These year-round systems can be configured with one or multiple indoor units powered by a single exterior compressor, giving you simultaneous control over multiple spaces. Call us today and see for yourself how versatile ductless solutions can be the right fit for your home.



Don't Wait – Check the Date

Fire Prevention Week is October 8-14 this year. **To keep your home and your family safe, follow these important steps for each smoke and carbon monoxide alarm in your residence:**

1. Remove the smoke or carbon monoxide alarm from the ceiling or wall.
2. Locate the manufacture date on the back of the alarm.
3. Replace your smoke alarm within 10 years of the manufacture date. Replace the carbon monoxide alarm within 5 years, or according to the manufacturer's instructions.
4. After replacing or putting back the alarm, test it by pushing the test button.
5. Remember to test the alarm at least once a month.

Smoke alarms should be installed in every bedroom and outside each separate sleeping area. Carbon monoxide alarms should be installed in a central location outside each sleeping area and on every level of the home. **If you need help setting up your smoke or carbon monoxide alarms, talk to your ServAssure Dealer today.**

Stay Tuned!

Regularly maintained systems run **more efficiently and more reliably** than those that don't get regular tune-ups. A system breakdown could cost you hundreds of dollars, and could also mean suffering through hours — or even days — without heat or hot water. Early preventive maintenance will help you avoid a system failure on those blustery winter nights, when warmth and coziness is all your family craves. **Peace of mind is as close as your nearest ServAssure dealer!** Call today to schedule your tune-up and put winter worry out of your mind!



Want more information?
Simply complete the form below and send it back to us.

Name (first, middle initial, last) _____

Address _____

City _____ State _____ ZIP _____

Phone _____ Email Address _____

Please enter me in your contest to win a check for \$500
Please see entry rules.

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

Carbon monoxide and smoke/fire alarms

Indoor Air Quality Solutions

Service Plans

Heating System Upgrades

Carrier® Heating and Cooling Equipment

Other: _____

The ServAssure Sweet 16

Established in 1998, you know us today as a multi-state dealers' alliance of heating and air conditioning contractors dedicated to our customers and 100% satisfaction. And when we say "dedicated," it's not just a word, it's the very backbone of every ServAssure dealer's business!

Each dealer must complete a stringent application process to become part of the dealership network. After completion, a dealer must be approved by the ServAssure Dealers' Board. After achieving membership, a dealer must adhere to 16 ServAssure Standards.



The 16 ServAssure Standards

ServAssure Dealers *must*:

- 1) Prove financial stability
- 2) Offer 24-Month Money-Back Guarantee
- 3) Commit to the **ServAssure Satisfaction Guarantee**
- 4) Provide Clear Flat-Rate Pricing
- 5) Engage in consistent sales practices
- 6) Adhere to strict employee standards

Field Technicians *must*:

- 7) Undergo pre-employment testing
- 8) Undergo post-employment testing
- 9) Attend regular training through manufacturers and trade groups
- 10) Be uniformed and carry company identification
- 11) Confirm customer needs
- 12) Diagnose problems

- 13) Explain repairs verbally to the customer and provide a written summary as well
- 14) Present repair price from ServAssure flat-rate pricing book
- 15) Complete repairs
- 16) Present a service receipt to the customer after service is completed

With the goal of bringing unmatched service excellence to each and every job, you can take comfort in knowing that you are being served by honest, dedicated industry professionals when you hire a member of the ServAssure Dealer Alliance.

The ServAssure Satisfaction Guarantee – 100% complete satisfaction or your money back. Plus, all parts, labor and materials are covered for two full years!

Behind the Comfort: ServAssure Fast Facts

- The ServAssure Dealer Network was established in 1998 with 10 original members
- Today, 15 companies make up the ServAssure Dealer Network, and employ hundreds of professional tradesmen
- ServAssure Dealers must adhere to the 16 ServAssure Standards
- Customers enrolled in service plans are guaranteed same-day service
- The ServAssure Dealer Network was the first service group to require North American Technician Excellence (NATE) certifications for its technicians
- All ServAssure dealers offer the two-year 100% ServAssure Satisfaction guarantee – the best warranty in the industry by far.



Ready for Winter?

10 YEAR
PARTS
WARRANTY*

REBATES up to
\$1,650*
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!

Ask about additional utility company rebates

turn to the experts

* Up to \$1,650 Carrier Cool Cash rebate effective August 14th through November 30th, 2017. System must be installed by December 15th 2017. Rebate amounts vary depending on equipment purchased. Some restrictions may apply. 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.



Talkin' 'Bout My Generator

GENERAC®



There's never a good time to be faced with a power outage, but a blackout during the chill of fall or winter is certainly a case of bad timing. Luckily, there's a way to avoid these unfortunate events. State-of-the-art standby generators from Generac can keep your home running while the rest of the neighborhood is stuck in the dark. Here are a few more reasons to own a standby generator:

- * Extreme cold weather can be hazardous for young children and the elderly. A generator can keep your heating system running to maintain a safe temperature indoors.
- * By powering your kitchen, you can prevent frozen and refrigerated food from spoiling. You also won't miss out on your morning cup of coffee!
- * Staying connected to the internet is ideal for getting the latest news about the power outage, and powered receptacles can keep cellphones charged in case of an emergency.

If you've already got a generator, don't forget to schedule your annual maintenance. Our generator experts are authorized to perform maintenance and complete warranty repairs on many brands.

Don't get caught off-guard! Be prepared and stay powered up through fall and winter storms with a new whole-home standby generator. Give your friends at Leggett Inc. a call and ask how you can protect your home and family from blackouts.

Leggett Gives Businesses a Leg Up on the Competition

Let Leggett make your job easier! If you're in charge of your business facilities, you only need to make one call to take care of all your service needs. **Call (717) 737-4562 today!** We'll answer the phone, consider all your property requirements, and dispatch the best person for the job. Whether you need assistance with plumbing, electrical work, heating, cooling, or standby power, we can tackle almost any project.

Smart business managers never lose sight of the numbers, so **we'll always keep you informed.** After analyzing a problem, we typically offer several solutions and lay the cost of each out on the table. That way, you can budget appropriately or pass the necessary information along to your company's decision-makers.

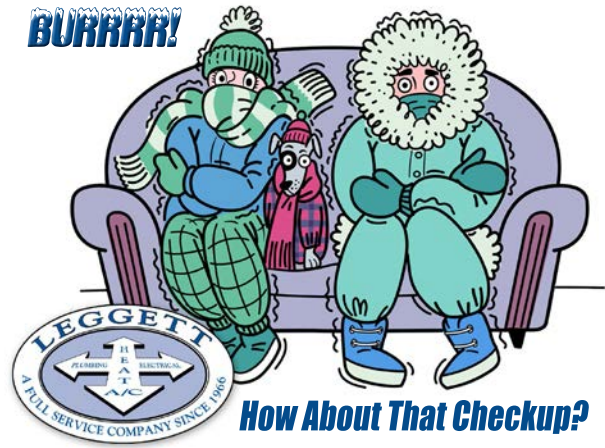
Many Leggett clients rely on us to help manage their real estate investments. **Property managers have plenty to do, so we plan out their seasonal services.** This way, you won't be woken up in the middle of the night by a no-heat call due to a clogged air filter. We can even contact tenants directly and make arrangements for annual tune-ups and other seasonal services.

Let Leggett help you manage your commercial interests with a budget to protect and maintain your investment. Many Harrisburg area associations, communities, boroughs and townships turn to Leggett to keep their offices running smoothly! We ease their concerns and keep them **in comfort and on budget!**

Business is hard enough without worrying about essentials like heating, cooling and electric. So when you need some help, call Leggett. We'll listen to your needs, address your concerns, and work with you to meet or even exceed your expectations. We're here to serve you when you need us!



BURRRR!



How About That Checkup?

Call for Special Pricing. Up to \$100 in SAVINGS off your Precision Heating Tune Up!

Offer good through 10/31/17

For those of you who are not part of our Preventative Maintenance Program, schedule you Heating System annual tune-up now, during our off-season, and receive our expert maintenance service at a special discount rate. Call today for details! Ask about our Maintenance Program to find out how you can receive a greater discount as well as priority service and 10% savings on repairs.

Many of you are already partnered with Leggett Inc. for prepaid Preventative Maintenance of your heating, cooling, and standby generators. Thank you for your patronage.

Plug-Ins & Plumbing

When you think about your home comfort system, you usually think "temperature control and air quality." While those are indeed important facets of home comfort, how comfortable would you be navigating through unlit hallways and down dark stairwells? Or getting your water from a well in the backyard?

"Home comfort" is more than just air conditioning and heating! Leggett Inc. offers plumbing and electrical services that make us your one-stop shop for everything home comfort!

✓ Leggett Plumbing Services include:

- Experienced and licensed plumbers
- Pre-scheduled appointments at your convenience
- Priority repairs within 24 hours, guaranteed
- Money Back 100% satisfaction guarantee

✓ Leggett Electrical Services include:

- Experienced and licensed electricians
- Installation of new electrical service panels
- Repair or replace old wiring
- Safety First electrical contractors

Neglecting your electrical and plumbing systems can lead to fire or flood damage. Just because it's working doesn't mean it's working *properly!* From Enola to Harrisburg, and from Lemoine to Lewisberry, you won't find a more knowledgeable and experienced team than Leggett. Give us a call and see for yourself!





Family Owned For 51 Years

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www.leggettgenerators.com

LIC. # PA9401  



turn to the experts 

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NEW CONTEST!

WIN A CHECK FOR \$500!!!

How does an extra \$500 heading into the holidays sound? We're giving away another check for \$500 to one lucky winner who will be chosen at random from our pool of contestants.

To enter for your chance to win, send your Name, Street Address, Phone Number and Email Address to info@leggettinc.com with "Fall Newsletter Contest" in the subject field of your email. You may also mail the entry form on page 3. All fields must be completed in full for entry form to be eligible. No purchase necessary to enter and win. Winner will be selected by random drawing at contest end (October 31, 2017) 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 \$500 check in the contest in the Spring 2017 issue is Marilyn Migliaccio. Congratulations, Marilyn!

LEGGETT
 A FULL SERVICE COMPANY SINCE 1966
COUPON CORNER

\$51 Off
 a Plumbing
 Service Call



Exclusions Apply*

*Offer good through October 31, 2017. May not be used for prior purchases or combined with any other coupon or offer. Must present original coupon at time of service. Not to be used for any Preventative Maintenance Service.

\$51 Off
 an Electrical
 Service Call



Exclusions Apply*

*Offer good through October 31, 2017. May not be used for prior purchases or combined with any other coupon or offer. Must present original coupon at time of service. Not to be used for any Preventative Maintenance Service.

\$51 Off
 a Heating
 Service Call



Exclusions Apply*

*Offer good through October 31, 2017. May not be used for prior purchases or combined with any other coupon or offer. Must present original coupon at time of service. Not to be used for any Preventative Maintenance Service.

\$51 Off
 an Air Quality
 Product
 Installation



Exclusions Apply*

*Offer good through October 31, 2017. May not be used for prior purchases or combined with any other coupon or offer. Must present original coupon at time of service. Not to be used for any Preventative Maintenance Service.