



Maximum Comfort News

www.leggettinc.com



PRESIDENT'S MESSAGE

Leggett Inc. Turns 50



This is a BIG year for Leggett Inc., as 2016 marks five decades that our family business has been providing professional heating, air conditioning, plumbing and electrical services to homes and businesses in the Harrisburg area.

To start the year off right, we want to take this chance to say **thank you to all of our customers, and especially those who have been with us since 1966.** I also owe a debt of gratitude to our team of employees, who average 20 years with Leggett, and our vendors, many of whom have been partnered with us for 50 years.

Now *that's* brand loyalty. **We truly value our relationships with our customers, team members and partners,** because our success depends on all of you.

The founder of Leggett, Inc., Charlie Leggett, had a vision 50 years ago to bring superior service to the heating, air conditioning, plumbing and electrical fields. Through the use of top-quality products, combined with trained specialists, we continue to bring that exceptional service to your home or business. **Customer satisfaction is the foundation of our company.** Charlie taught his employees to listen to the customers, to evaluate their individual needs, and then present a solution for each situation. Today, we uphold what he believed: the customer always comes first.

Leggett Inc. maintains a website (www.leggettinc.com) and publishes this seasonal newsletter (*Maximum Comfort News*) in order to ensure that we remain a valuable and current source of information on trends in home comfort technology, energy usage, federal and state tax credits, regulations, rebates, warranties and much more. So please enjoy the following articles and remember to **call Leggett for all your heating, air conditioning, plumbing, backup power generation and electrical service needs.**

- * "The Ins and Outs of Your Air Conditioner"
- * "The ServAssure Satisfaction Guarantee"
- * "Your Pre-Season Checklist"
- * "To the Tune-Up (and Service Plans Too)"
- * "Can't Stand the Heat?"
- * "The 'Efficiency Doctor' Is In!"
- * Carrier "Cool Cash" Offer
- * "It's that time of year again! Tune-Up Time!"
- * "\$ave Big Money by Earning Leggett Inc. Credit\$"
- * "Rebate Report"
- * New Contest!
- * "The New Look of LeggettInc.com"

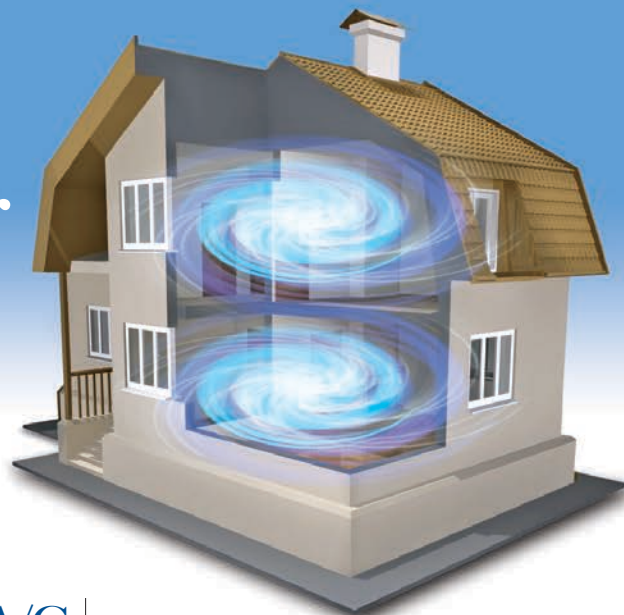
Thanks again for turning to the experts at Leggett Inc. We look forward to serving you throughout 2016 and for 50 more great years.

Sincerely yours,

Ernie Leggett
President



The Ins and Outs of Your Air Conditioner



When it comes time to select a new air conditioner for your home or business, **you have a number of different types of systems to choose from**, each offering a range of specific features, some of which are easier to understand than others.

The truth is: outside of the manufacturers themselves and the expert ServAssure technicians who install and service your new unit, few people can readily identify and explain all the many mechanisms of today's high-tech air conditioners. But that's OK.

Simply familiarizing yourself with the basic ins and outs of today's most common cooling systems can help you **make the right decision regarding your new air conditioner.**

Central A/C

Inside:

- Supply ducts circulate cooled air throughout the home; warm air flows back to the indoor unit through return ducts and grills.
- In a split central a/c system (as opposed to a packaged system – see details below), the evaporator unit is installed in a special metal cabinet that can be located in the basement, attic or other area inside the home; the evaporator contains cooling coils that remove heat and humidity from the air, using refrigerant.

Outside:

- A cabinet containing the condenser and compressor is installed on a pad beside the home's foundation; in a packaged system, the outdoor cabinet also houses the evaporator.
- The condenser contains hot coils that release the collected heat into the outside air; the compressor contains a pump that moves refrigerant between the evaporator and the condenser to chill the indoor air.

Pros:

- Quiet, convenient, and more efficient than window units, central air conditioning systems provide the most even cooling throughout the home, with the added benefit of dehumidification.

Con:

- Central air can be expensive to install if you don't already have ductwork in your home; however, your ServAssure dealer will work with you, using any available rebates and financing options to help make costs more manageable.

Ductless Mini-Split A/C

Inside:

- The indoor air handler can be suspended from a ceiling, mounted flush into a drop ceiling, or hung on a wall.
- No ducts required.
- Floor standing models are also available.

Outside:

- A small compressor/condenser unit is installed outside of the home.
- A conduit, housing the power cable, refrigerant tubing, suction tubing and a condensate drain, links the outdoor unit to the indoor air handler.
- Outdoor unit can be located up to 50 feet or farther from air handler if necessary.

Pros:

- No ducts means no ductwork-related energy loss; mini-splits' small size and flexible installation options make these units perfect for apartments, room additions and retrofit add-ons to houses without ducted heating systems.

Con:

- Mini-splits can cost as much as, if not more than, central air conditioning systems, but provide less cooling capacity. Even still, they're far more efficient than window A/C units.

Window/Room A/C

Inside:

- The controls and fan/blower sit just inside the room, but remain attached to the rest of the packaged unit.

Outside:

- The rest of the packaged unit, containing the evaporator, condenser and compressor, sits outside the window or wall.

Pro:

- Costs less to install than central and ductless mini-split air conditioners, but ...

Cons:

- Only cools one small area and costs much more to run over time.
- When installed improperly, can create energy-wasting air leaks and drip condensate into the home.
- Often require the use of additional indoor fans to spread cooled air throughout the home.

No matter which type of air conditioner you choose to cool your home, **your ServAssure dealer has the team with the tools, the talent and the training** needed to ensure your system is properly installed. In addition to helping you select the right model for your cooling needs, we'll see to it that your new air conditioner is working as effectively and efficiently as possible. So, **if you're looking to replace or upgrade your old air conditioner, talk to your ServAssure dealer today and take advantage of...**



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**
- **No Subcontractors — All Services Performed by our Team of Reputable, Reliable, Licensed Professionals**
- **No Mess — Our Techs Keep Your Home Clean**

Your Pre-Season Checklist

Spring-cleaning shouldn't be the only kind of residential upkeep on your seasonal to-do list. There are a number of items every homeowner should take care of before summer begins in order to make sure their house is ... well ... in order. This spring, don't forget to:

- ✓ **Switch your ceiling fans' direction back to counter-clockwise.** Someone in your home may have switched them to clockwise during the fall or winter. When they're set correctly for summer use, you should be able to feel cool air blowing down from above.
- ✓ **Test your air conditioning system** by switching your thermostat to "on" or "cool" and turning the temperature down. If the system doesn't switch on within a few minutes, check your breakers, and if none have tripped, give us a call. (Remember: self-testing is important, but no substitute for an annual tune-up.)
- ✓ **Make sure your programmable thermostat's spring and summer schedules are set the way you want them,** and update if necessary. If you'd like to upgrade your thermostat, or if you need help updating schedules, give us a call.
- ✓ **Renew your cooling system service plan if necessary, or sign up for one if you aren't already enrolled.** Please call for details.
- ✓ **Schedule your annual air conditioning tune-up.** Read more at right.



Toast to the Tune-Up (and Service Plans Too)

From running out of coolant to a full-blown compressor failure, there are a number of things that can go wrong with your old cooling system, and **an untimely breakdown could end up costing you something to the tune of several hundred dollars, not to mention hours, or even days, of discomfort.** That's why, each year, our customers toast to the tune-up — a simple, straightforward annual service that saves time, money, energy and headaches, and is available for no additional charge as part of our cooling system service plan.

Spring is an ideal time to **have your cooling system tune-up performed before the summer rush begins.** So, if you're already enrolled in a maintenance or service plan, schedule your tune-up today and afterward, raise your glasses to these built-in benefits:

- **Lower energy costs**
- **Improved air conditioning performance**
- **Less chance of an untimely breakdown**
- **Prolonged system life**
- **Parts and/or labor coverage**
- **Worry-free peace of mind**

The preventive maintenance included in an annual tune-up is vital to your air conditioner's continued performance and efficiency. That's why an annual tune-up is included in our cooling system service plans — so that we can help keep your system running efficiently and prevent costly problems from occurring in the first place. Don't take any half measures when it comes to your home comfort, and don't wait until summer to get the year-round protection you deserve. **Enroll in a service plan and schedule your annual air conditioning tune-up today.**

Extra reminder: The R-22 refrigerant used in many old air conditioners is currently being phased out, and R-22 refills will soon no longer be available, so if your system uses this refrigerant, please call us to discuss your options.

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 check for \$500.

Please see entry rules.

I'd like more information on:

(check all applicable)

- Central/Ductless A/C
- Cooling and Heating Tune-ups
- Wi-Fi Thermostats
- Energy Efficiency Evaluations
- Carrier Comfort Equipment
- Special Rebates and Offers
- Other: _____

Can't Stand the Heat?

Last winter was pretty mild for our region, so you might not have needed to use your heating system as much as usual. The question is: how well did your heating equipment perform when you *did* need it? **If you found that your system consistently provided more heat than needed, and if a ServAssure dealer didn't originally install it, chances are your system was over-sized for your home.** What this means is that your heating system is configured to generate more BTUs per square foot than needed for your home. Or, in layman's terms, it's too big, too powerful, or just installed altogether incorrectly.

The good news is that your ServAssure dealer can help, with a number of reliable solutions that will restore a sense of balance to your home, so it's never too hot or too cold in the autumn and winter months.



- 1) Wi-Fi Thermostat** – while a Wi-Fi thermostat doesn't get to the root cause of your over-heating problems, it might provide some help, because many of these thermostats offer smart programmability features that can automatically adjust heating system output according to your preferences or changes in indoor and outdoor temperature.



- 2) Heat Pump** – if over-heating consistently occurs on warmer winter days, consider having a heat pump installed. Heat pumps work by drawing heat energy from the air outside and pumping it into your home, which is actually a more efficient process than burning fuel. And while this generally doesn't provide enough warmth to heat your home all year, the supplemental warming power of a heat pump is ideal for milder fall or winter days when you might not want or need the full power of your conventional heating system.



- 3) Complete Heating System Upgrade** – if you're experiencing recurring problems with over-heating, as well as other ongoing issues, or if over-heating is causing extreme discomfort, a complete heating system upgrade might be in order. No worries: your ServAssure dealer will be happy to provide an evaluation, and if an upgrade is needed, we'll correctly size your new equipment to help ensure that you don't have a problem with over-heating ever again. Just ask for the "efficiency doctor" (details below).

Can't stand the heat? Don't get out of the kitchen. Get in touch with your ServAssure dealer and ask about any of the above home comfort solutions and other ways to fix over-heating problems. We're always happy to help and only a phone call away.

The "Efficiency Doctor" Is In!

Worried about the efficiency of your heating system? There's more to it than the AFUE (annual fuel utilization efficiency) label. We can perform a quick and easy diagnosis of your equipment's energy efficiency and recommend installation of energy-saving systems or controls. Call to schedule your "efficiency doctor appointment" today!



REBATES UP TO \$1,650* ON A QUALIFIED HOME COMFORT SYSTEM BY CARRIER®



Control your comfort and energy costs like never before with Carrier variable-speed high efficiency Infinity® cooling and heating systems. Generous rebates make now a great time to buy.

Ask about additional utility company rebates



turn to the experts

* Up to \$1,650 Carrier Cool Cash rebate effective April 1st through June 30th, 2016. System must be installed by July 15th, 2016. 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.

It's that time of year again!

TUNE UP TIME!

Wouldn't you like to
**reduce your energy bills
 and save money?**



Turn to the Experts Today
717-737-4562
www.leggettinc.com

For those of you who are not part of our Preventative Maintenance Program, schedule your AC 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 Preventive Maintenance of your heating, cooling, and standby generators. Thank you for your patronage.

Call for Special Pricing
 up to
\$100 in SAVINGS
 on your Precision A/C
 Tune Up!
 Offer good through 4/30/16
Leggett Inc.
717-737-4562



Save Big Money by Earning Leggett Inc. Credits

One way we at Leggett like to say thank you to our customers is through our Rewards Club. **Just refer your friends, family, company or co-workers to Leggett Inc., and you'll save BIG.** 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 for it!

If you value and appreciate the work Leggett Inc. has done for your home or company the same way we value and appreciate you, then please make it known by posting something positive about us on **Facebook (Facebook.com/LeggettInc), Twitter (@LeggettInc), Angie's List, Google or Bing.** Our success is based on you, our most important asset, so please reward us for a job well done.

Looking to add some 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

Rebate Report



Part of being a good HVAC service company is keeping our customers aware of what's going on in the industry so that they can take advantage of the numerous cost-saving programs available.

We've now reached "final call" for Phase II energy-efficiency rebates offered pursuant to Pennsylvania Act 129 of 2008. In layman's terms, that means the state's bar for rebate eligibility standards will be raised after May of this year, so **if you want to take advantage of any of the utility rebates still available for furnaces, boilers, central air conditioning and heat pumps, call Leggett ASAP.**

Another money-saver set to expire in 2016 is the **federal tax credit for geothermal heat pumps**, which can cover up to 30% of the cost of this ultra-high-efficiency equipment. This **program ends December 31, 2016**, so now is the ideal time to upgrade your unit to a newer, more efficient model that comes equipped with a variable speed blower motor, variable speed water pump and two-speed capacity control. These features will help lower your electric bills as well as improve your comfort.

Please feel free to give us a call and **schedule your free estimate** in order to take advantage of the 30% tax credit before it runs out. You can reach us, as always, at 717-737-4562.

Spring 2016

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NEW CONTEST!

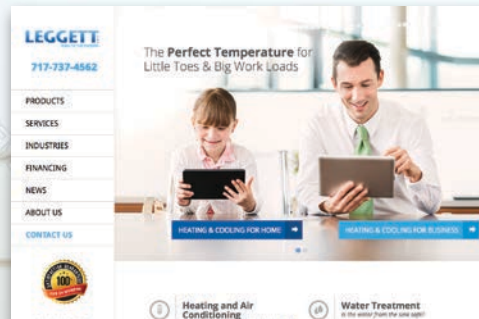
WIN A CHECK FOR \$500

Thinking about a new aboveground pool? Looking to throw a Memorial Day or 4th of July BBQ that'll go down in your town's history books? We have something to help cover the cost: a check for \$500. Yes, you read that right. 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, simply send your Name, Street Address, Phone Number and Email Address to info@leggettinc.com with "Spring 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 considered eligible. No purchase necessary to enter and win. Winner will be selected by random drawing at contest end May 31, 2016, 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 featured in the Fall 2015 issue is Craig Miller of Camp Hill, PA. Congratulations, Craig!

The New Look of LeggettInc.com



The Leggett Inc. website, LeggettInc.com, has a brand new design that's been streamlined to keep you up-to-date with the latest trends in residential and commercial plumbing, heating, air conditioning, electricity, standby power generation, water treatment and bathroom remodeling. You can use our website to communicate with us directly, sign up for financing, request an estimate, ask questions about our work, or let us know how we did on our last job! So please check it out and be sure to connect with us on Facebook and Twitter as well. We've maintained open lines of communications with our customers since 1966 and even though the modes of communication have changed somewhat, those lines will never close.