



PRESIDENT'S MESSAGE

All the Services You Need Under One Roof



Thank you for Turning to the Experts at Leggett, Inc. for your home and office plumbing, electrical, heating and cooling needs for the past 53 years. If you've enjoyed being our customer and trust us with your comfort needs, we invite you to let others know about our wide range of services, and to try our other services for yourself, too. Our job, and our guarantee, is for you to be 100% satisfied with the services we offer – if you feel like we can do better, then please let us know!

In this edition of *Maximum Comfort News*, we'll be highlighting many of our home and office services to keep in mind the next time you need assistance. A few things we will touch on are:

Your Electrical System...

- Is it up to code?
- How to defend against power surges

Your Plumbing System

- Is it up to code?
- Why your plumbing appliances are wearing out
- Leggett, Inc. is up for any plumbing challenge

Your Heating & Cooling Systems

- Are they up to code?
- Leggett, Inc.'s best deal on preventative maintenance

What You Need to Know

- Time for upgrades and tune-ups
- The R-22 refrigerant phase-out approaches
- How to protect the air quality in your home
- Differences between family-owned HVAC companies, online referral sites, and "big box" HVAC companies

When calling for service, be sure to let us know if you have any other special needs so that we can give you the time and professional attention you deserve. This will also help you avoid additional service charge fees if we should have to send a specialized technician to your home. In any case, we will address any concerns you may have as a professional courtesy, and we will be up front about any extra fees, upgrades or repairs before any of the work is started.

Sincerely yours,

Ernie Leggett
President

P.S. Look at our website for our Pre-Season Specials and Coupons, www.leggettinc.com.



Leggett, Inc. Loves a Challenge

Do you have an old or odd plumbing challenge that seems unfixable? Before you bring in the wrecking ball, let Leggett, Inc. take a look and make recommendations on repairing or retrofitting your system! We've seen many successes when it comes to making very difficult repairs and saving our customers from racking up tens of thousands of dollars in remodeling bills. Interested in learning more? Call **717-737-4562** to get started.

This Could Be Your Last Chance to Avoid a Costly Refrigerant Charge

As mentioned in previous editions of *Maximum Comfort News*, production of R-22, a refrigerant that has been found to contain gases which deplete the ozone layer when released in to the atmosphere, is scheduled to come to a complete stop in less than a year. **It's vital that current R-22 refrigerant users take the proper steps to avoid paying an increased price for refrigerant.**

When is R-22 being phased out? Soon! The United States Environmental Protection Agency (EPA) has ruled that as of January 1, 2020, R-22 will be phased out completely, no longer allowing any importing or production of the refrigerant beyond that date.

Why Are Prices Increasing? As the supply of R-22 refrigerant decreases, the price to repair and recharge an air conditioning system that utilizes R-22 increases and will likely continue to do so until January 1, 2020, when R-22 is no longer available in the US.

What is the Best Option? The most effective way to escape rising R-22 prices is by upgrading to a modern air conditioning system that utilizes a safer refrigerant known as R-410A, which is more efficient and more environmentally friendly. Since R-22 refrigerant stopped being used in equipment manufactured after 2010, an upgrade will also help lower energy costs as these systems are nearly a decade old.

How do I Get Started? Talk to us right away if you're still using an air conditioning system that utilizes R-22 refrigerant and want to make the switch before your system breaks down mid-summer and you face larger-than-normal service charges or an emergency upgrade.

Local Company vs. Online Contractor Referral Sites vs. Big Box

What do you expect from your home comfort provider? The answer may change depending on the reader, but the fact is there are some things all homeowners can find value in that may not be a top priority for other companies.

Here's a look at what you get with...

Local, well-known home comfort providers like us!

- ✓ Personalized and friendly levels of service only a neighbor could provide
- ✓ Years and years of experience from professionally trained employees who live in the communities they serve
- ✓ Value added services, such as emergency service and annual tune-ups, in addition to the installation of heating, cooling, and indoor air quality equipment
- ✓ Comprehensive service agreements that put cost control in the customers' hands

Online Contractor Referral Sites

- ✗ Contractors who are only promoted because they paid to be listed or featured on the sites
- ✗ Promises of background checks that are rarely, if ever, performed on the workers entering your home or property
- ✗ Inflated prices as contractors charge customers more to make up for the cost of appearing on the referral site
- ✗ Primary focus is on turning a profit, and not on providing homeowners with reliable comfort services

Big Box HVAC Companies

- ✗ A company that pushes out local, family-owned home comfort providers, taking jobs and money out of local communities
- ✗ Impersonal service, automated phone prompts, and an account number in place of your name
- ✗ No guarantee of assistance during severe weather conditions, leaving homeowners without heat during the winter and air conditioning in summer
- ✗ Sell products and services only to meet their bottom line, so they can afford to alienate customers with poor service

No matter what your expectations are for your HVAC company, there's no denying how far a personal touch can go. That's what you get with a local company like ours! Give us a call today to speak with an actual person about how we can help you stay comfortable all year long.

Upgrade Your Comfort, Downgrade Your Energy Costs & Split the Difference



Spring is an ideal time to assess your whole-home heating system's performance this past winter, and the current state of your air conditioning system for the coming summer. Both systems have worked hard for years, so you might find that an upgrade is in order – we can help you upgrade your heating and cooling systems at the same time for better peace of mind, efficiency, and energy savings.

Here are a few things we can help you with to achieve maximum comfort all year long:

Right-sizing the system

- ✓ Oversized equipment cycles more frequently, resulting in greater wear and tear and a shorter lifespan
- ✓ Undersized equipment will cycle indefinitely, consuming energy constantly as it tries to reach the set temperature
- ✓ Ductwork that is too small will inhibit airflow, rendering your equipment ineffective; and ductwork that is too large causes temperature loss as air travels along the ducts

Improved Efficiency & Energy Savings

- ✓ Upgrading both your heating and cooling systems allows you to stay up to date with the latest technologies available in the home comfort industry
- ✓ Recent advancements in heating equipment boost efficiency ratings as high as 95%, turning all but 5% of fuel consumed into usable heat

- ✓ The latest air conditioning systems provide homeowners a cooling output starting at a 13 seasonal energy efficiency ratio (SEER) and going as high as a 25 SEER. Today's higher efficiencies means using less energy to keep homeowners cool

Ductless heating & cooling systems

- ✓ Sleek and efficient systems provide the same amount of heating and cooling comfort expected from central air conditioning and forced-air furnaces
- ✓ No need for ducts means quicker installation and less down time for your comfort system
- ✓ Each indoor unit can be adjusted via a remote synced to the specific unit, allowing individual rooms to remain at different temperatures and lowering energy costs by heating or cooling only rooms that are being used

There's no better time than now to get started! Give us a call today to learn more about the latest in home heating and cooling, and how it can put more cash back in your wallet.



Tune-Up Ta-Da

You pick up the phone, you pick a date and time that works for you, and we handle the rest. The next thing you know, your air conditioning costs are reduced by as much as five percent and your system's running smoothly! It's not magic – it's just an easy, affordable tune-up. Call us to schedule yours 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

Email Address

I'd like more information on:

(check all applicable)

- Smart Thermostats
- Indoor Air Quality Solutions
- Air Conditioning Tune-Ups
- Service Plans
- Cooling System Upgrades
- ENERGY STAR® Heating and Cooling Equipment
- Other: _____

Extra Breathing Room

Between all the particles of dust, pollen, dander, bacteria, and other particulates, the air in your home can be even more crowded (and polluted) than that of a big city. Looking to free up some space and breathe a deep sigh of relief? Then ask us about these easy-breezy indoor air quality (IAQ) solutions!

Air Purifiers work to remove mold, bacteria, fumes, odors and more from the air inside your home as they travel through the ducts of your comfort system. For asthma and allergy sufferers, an air purifier can provide some much needed relief from common household allergens such as smoke, pet dander, dust and pollen.

UV Lights are installed within the ductwork of your home where they use ultraviolet rays to break up the cell structure of airborne contaminants, effectively blasting mold, mildew and other bacteria before they reach the air inside your home.

Humidity Control

Humidifiers and dehumidifiers work to maintain the proper balance of moisture in your home. The dry air during the winter and humid air during the summer can both negatively affect your family's health and the wooden structures and furniture within your home. The right balance of moisture also helps you feel more comfortable, allowing you to turn down your heating or cooling systems.

Other IAQ Tips

Looking for additional ways to bolster the air quality in your home? Here are some things to keep in mind:

- ✓ Regular tune-ups and cleanings can reduce the amount of dirt, dust and debris that builds up in your home comfort equipment and within your ducts
- ✓ Changing the air filters is a simple and effective way to combat the circulation of dust throughout your home
- ✓ Store cleaning supplies, paints, and other household products that give off fumes in a well-ventilated area
- ✓ Use exhaust fans to remove smoke while cooking, and bathroom fans to remove excess moisture
- ✓ Vacuum regularly to reduce the amount of dust and other particulates floating in the air

If you're concerned about the quality of air inside your home, help is close by! Give us a call to discuss how we can help you achieve the breathing room everyone deserves with the latest IAQ technology.



Maximum Conservation

You have the most energy-efficient air conditioning system money can buy, and it was expertly installed by the team you know and trust. So why are your energy costs still higher than you'd like? **It's not uncommon for homeowners to misuse their air conditioning system**, which causes an increase in their energy bills.

Here are some common examples of AC misuses you should keep an eye out for:

- Cranking up the AC to cool down the home quickly only forces the system to run longer, not necessarily work faster.
- Leaving your thermostat at the same setting all day long will see you cooling down your home even when no one is in it. A programmable thermostat allows you to set schedules so your system runs when the home is most likely to be occupied.
- Changing your thermostat's settings too frequently has your air conditioning system turning on and off more often than it would with a consistent schedule from a programmable thermostat. Try not to micromanage your comfort!

In addition to avoiding these misuses of your air conditioning system, you can help reduce your energy costs through these steps:

- Upgrade your home's insulation
- Install or utilize ceiling fans
- Block the sun's hot rays with curtains during the afternoon
- Seal air leaks around windows and door frames
- Replace incandescent light bulbs with LED bulbs

Our team of experts makes your comfort our priority, even when it comes to costs. If you'd like to learn more about how you can lower your energy usage during the summer, give us a call!

Save Money and Your Electrical System With Surge Protection



Every modern appliance utilizes electronics – from new HVAC system interface controls to refrigerators, microwaves, and washer & dryers, you name it and it likely contains fragile electrical components that are vulnerable to power surges.

Lightning has a bad rap for causing power surges, but did you know that most power surges actually come from inside the home? Many residential power surges are caused by

devices you use every day, including your electric hair dryer, water heater, oven, air conditioning unit, and even your garbage disposal. Every time you turn on a high-powered device it forms a mini-surge in your home's electrical circuit that reduces the voltage and life expectancy of your appliances. Over time, these mini-surges can damage the circuit boards in appliances and other electronics, causing them to fail or operate improperly... which could cost you thousands of dollars!

Luckily, protecting your electronic investments is easier and less expensive than you think. Square D™ Whole Home Surge Protection blocks the shock caused by surges at the load center, so you can rest assured that your electronics are well guarded. Square D Surge Protection Devices have been developed based on decades of expertise and industry leading technology, making it the trusted brand among homeowners and electrical contractors alike. What's more, these systems come with up to five-year warranties and up to \$100,000 dollars of connected equipment coverage warranties.

And don't forget, surge protection is just a tap, swipe or call away! Visit us online at www.LeggettInc.com or call **717-737-4562** for more information.

Plumbing Appliances Wearing Out? Here's Why!

Water that is high in calcium and other minerals, called hard water, carries dissolved calcium salts, also known as calcium bicarbonate, through the plumbing system resulting in calcium buildup, or limescale. This buildup can clog your water heaters, dishwashers, washing machines, toilets, and faucets, causing irreparable or costly damage over time.

Ask the experts at Leggett, Inc. how you can improve the lifespan of your plumbing fixtures with water testing and recommendations on water treatments that will have your water tasting better and your plumbing system lasting twice as long.



Find out If Your Electrical System is up to Code

The NEC (National Electrical Code) exists to keep everyone safe when using or working with electricity, and changes occur in these regulations to improve upon your home or office's safety. **Let Leggett, Inc.'s professional and licensed electricians inspect your systems to make sure they are up to code!**



Code violations are serious safety issues, and you will be held liable for them when it comes time to put your home or office up for sale. If you have an investment property with code violations, you will be held accountable in cases of fire, electrical short circuits, or electrocution.

Protect yourself and your investment! Call Leggett, Inc. at **717-737-4562** to ask us about inspecting your residential or commercial electrical systems.

Is Your Plumbing System up to Code?

Plumbing systems must follow certain rules and regulations that change every so often. **Leggett Inc.'s professional licensed plumbers can inspect your plumbing system to make sure they are up to date, and up to code.** Codes change in order to improve your home and office's safety, and violations can result in safety and liability issues.



If you have an investment property with code violations, you'll be held liable in cases of leaks that cause water damage, faulty flue pipes, leaking carbon monoxide – an odorless, deadly poisonous gas – as well as sanitary issues that stem from cross connections between clean water and waste water.

Would you like to be assured that your plumbing system is safe and reliable? Give Leggett, Inc. a call today!

Get Your HVAC System up to Code

HVAC codes change from time to time in order to improve your home or office's safety, and violations of the code are safety issues that you'll be liable for in cases of leaks that cause damage, faulty flue pipes leaking carbon monoxide, as well as health issues with commercially occupied spaces and carbon monoxide.



If your systems fail to meet code, we want to get to the bottom of it! Call the HVAC doctors at Leggett, Inc. and we guarantee we will make it right. Replacing the equipment may only fix part of the problem. If there was an underlying cause of the initial code failure we will find and correct it so you can be assured your systems are up to code and are operating safely and efficiently. Visit us at www.LeggettInc.com or call **717-737-4562** to learn more.



Family Owned For 53 Years

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LIC. # PA9401



turn to the experts



ServAssure
DEALERS

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Leggett Inc.'s Best Deal by Far

Save on operating and repair costs, and breathe healthier air, by maintaining your HVAC systems!

If you have yet to consider a Leggett, Inc. Heating and Cooling Service Plan, now is the right time to do so! Under our plan, we'll perform preventative maintenance that includes a complete system evaluation and service tune-up so we can catch any potential concerns before they cause a breakdown. What's more, this all comes with our **Best Price** and gives you peace of mind knowing that we will be there when you need us, **100% guaranteed**.

As a service plan customer, if your system should break down, we will respond to your call before any other calls, we will waive the service charge, we will not charge for overtime calls, and we will give you **10% off of our upfront pricing!**

Benefits of a Heating and Cooling Service Plan

- ✓ Your systems will be kept clean, reducing the amount of energy used to run the equipment
- ✓ Air filters will be replaced regularly, keeping the air circulating in your home clean
- ✓ We can predict and help prevent breakdowns through System Operation checks.



During a Systems Operation check, all systems' performances are tested against past tests and/or equipment standards using special instruments that check resistances in air flow, flue gas make up, system pressures, electrical connections, components, flame sensors, and ignitors – which will also help determine where our attention is needed.

If you're on our service plan and find yourself face-to-face with a problem, we have you covered!

You're our top priority and we will do our best to get to you the same day or the next day after your call, depending on when we receive your call, travel conditions, and specialty repair skills and/or parts that are needed.

If you're looking for reliable service coverage that comes with no overtime or service charges and a 10% discount off of any parts not covered by the 10-parts warranty, call Leggett, Inc. today!