



Maximum Comfort News

www.leggettinc.com



PRESIDENT'S MESSAGE

Our Heroes Never Stopped Working



The COVID-19 pandemic offered up a rare opportunity for local, community-based home comfort providers. It gave us a chance to step up to the plate and be there for our customers, just like we've always promised we would. In these trying and difficult times, when comfort was not only needed but almost difficult to find, we were able to continue providing the essentials for our customers.

When customers turned to Leggett, Inc., our employees – **our heroes** – did what they do best despite the chaos, complete disorder and confusion to protect the community: Their jobs. Our plumbers, electricians, and heating and cooling technicians, along with the best support staff in the business all came together. We consider ourselves blessed to work with these individuals whose principles are based on treating everyone, including our clients, associates, and vendors with the greatest respect.

The key to our success has always been that everything - logistics, communications, precise execution of repairs, preventative maintenance and equipment upgrades - blends seamlessly. Because of this we even managed to pull off two complete bathroom upgrades! Hats off to everyone who never stopped working.

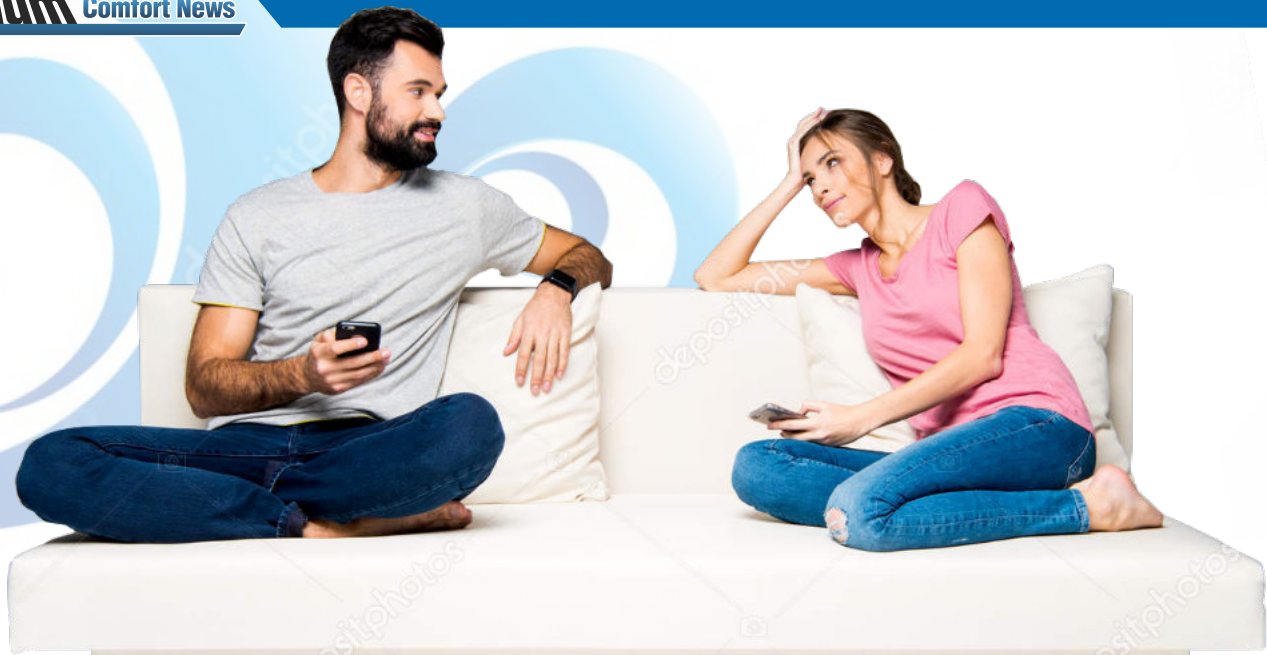
We are humbled by our community's ability to work together and get through the difficult times. With that said, we would also like to thank our customers for their cooperation and understanding. As things slowly return to normal, we look forward to helping our community continue to stay comfortable with the products and services we provide. **Have a great winter and stay safe!**

Sincerely yours,

Ernie

Ernie Leggett
President





Evaluating Your AC for Next Summer

Summer has come and gone, but are you still feeling the burn from increased cooling costs or an overall lack of coverage? Your AC could need some attention! There are many factors at play that could put a damper on your summer comfort - so let's take a look back and see what the problem might be!

Was there an unexpected increase in utility costs from your air conditioning system? Equipment efficiency degrades over time, so an older air conditioning system will begin to use more energy in order to keep up with your comfort needs.

Were you calling more frequently for repairs? Older equipment might require more repairs as the years go by. Eventually, the costs to maintain the system could surpass the cost to simply replace it with a newer one.

Did your home not stay cool enough? If this happened, it's possible that your AC equipment isn't the right size for your home. Finding the right fit and having it installed properly is an important step toward comfort!

Is your air conditioning system still using R-22 refrigerant? While it won't affect your equipment's performance, the EPA has phased out the production and use of R-22 refrigerant as of January 2020. That means any service calls involving refrigerant recharges are going to be more costly because of the dwindling supply.

The common factor here is the age of an air conditioning system. If you're still relying on equipment that was manufactured and installed decades ago and you've noticed any or all of the issues above, an upgrade now will lead to better comfort next summer! Give us a call to learn more.



Keep Comfort in Your Corner With a Service Plan

The fight against winter's chill doesn't have to be a challenging one. With a service plan you'll have the tools needed to keep your home comfort equipment running reliably year after year. Sign up with us today and here's what you'll get!

- Annual tune-ups to maintain your equipment's efficiency
- Reduced repair costs
- Extended life expectancy of the equipment
- Improved system safety
- Peace of mind knowing your equipment is ready to take on the next heating season!

Enroll in a service plan and take on winter with confidence in your heating equipment! Learn more about our service plans by visiting our website or calling us directly.



Comfort With a Side of Energy Conservation

Staying comfortable this heating season doesn't have to mean breaking the bank, and saving on energy costs doesn't have to mean sacrificing your comfort. Here are a few energy conservation tips to keep in mind so you can stay comfortable and save!

- Open curtains on your south facing windows during the day to allow sunlight to naturally heat up your home, and close them at night.
- Cover drafty windows with tightly sealed clear plastic during the cold winter months
- Apply caulking and weatherstripping around window and door frames
- When asleep or out of the house, turn your thermostat back 10-15 degrees to save up to 10% a year on heating costs
- Switch to LED lighting to save money and still brighten your home
- Maintain your heating system with annual tune-ups to keep heating costs from spiking
- Seal gaps around recessed lighting and seal any unfinished spaces to avoid heat loss
- Replace or add insulation to accessible spaces, such as the attic or basement
- Keep registers and vents clear of dust, debris and furniture to allow adequate airflow and maximize the heating system's output



Don't be shy about using your heating equipment! Performing tasks such as the ones above around the home allow you to get the most out of your heating system without wasting your energy dollars.

Learn more helpful energy conservation tips! Give us a call or contact us online today.

Cleaner Air for Your Health

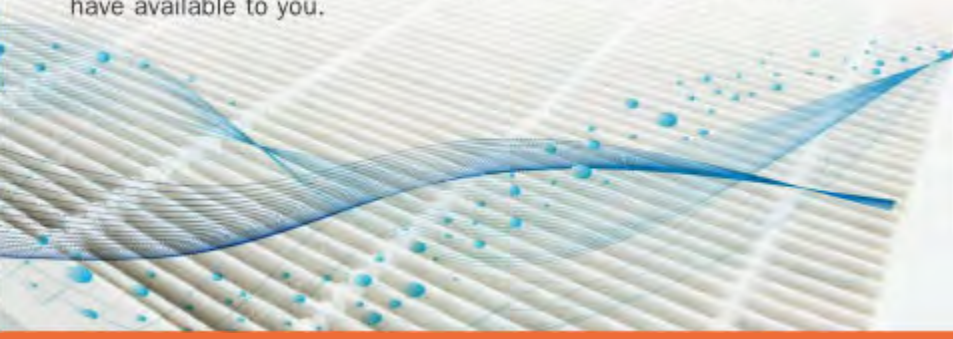
Our customers' health and well-being have and always will be a priority for us, and that's why we provide indoor air quality solutions that act as the first line of defense against improperly balanced humidity and airborne bacteria and viruses – things that homeowners want to keep out of their homes!

Whole-Home Air Filtration Air filtration systems prevent bacteria and viruses from circulating through your home and trap pet dander, smoke odor and other allergens to help alleviate asthma and allergy symptoms.

UV Lights UV lights eliminate mold, fungus, bacteria and viruses that can grow and develop on and within an HVAC system. With UV lights installed strategically throughout the system, these contaminants are destroyed before being circulated into the home.

Humidity Control Properly balanced moisture is key to optimal comfort and health within a home. During the winter, dry air increases a person's susceptibility to viruses and illness. Dry air can cause asthma, bronchitis, and dry sinuses – impeding the body's natural ability to trap and remove viruses and bacteria.

Everyone could use a little extra peace of mind these days when it comes to maintaining the health of their families. Equip your home with the latest technology for scrubbing and cleaning up the air! Give us a call or contact us online today to learn about the options we have available to you.

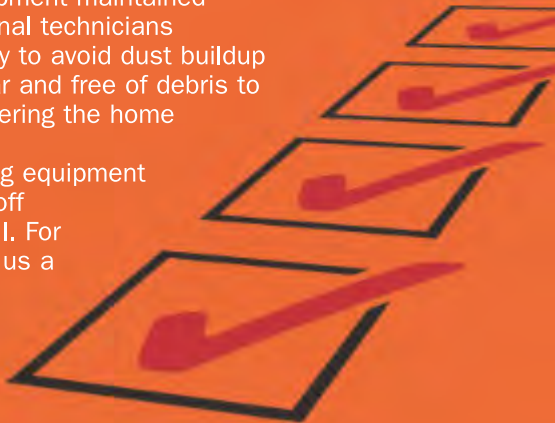


Safety Check

HVAC equipment is designed with safety in mind, but that doesn't mean homeowners shouldn't take additional precautions of their own to protect their homes and families. Keep these safety tips in mind this heating season!

- ✓ Keep flammable objects away from baseboards and heating equipment
- ✓ Install CO detectors on every level of the home and test them regularly
- ✓ Be sure to have the equipment maintained annually by our professional technicians
- ✓ Change air filters regularly to avoid dust buildup
- ✓ Make sure vents are clear and free of debris to prevent exhaust from entering the home

If you believe that your heating equipment isn't operating safely, turn it off immediately and give us a call. For more safety information, give us a call or contact us online - and check out the fire safety checklist featured at right!



Fire Safety Checklist

October is fire safety month, but it's always a good time to practice fire safety in your home! Keep your family safe by making sure that...

- * Baseboard and portable heaters are away from anything that can burn; furniture, curtains, papers, clothing, etc.
- * The fireplace is equipped with a sturdy metal screen, the chimney is checked before each heating season and repairs are made as necessary.
- * Extension cords and multi-plug adapters are used as little as possible. Extension cords are not tacked to walls, under rugs or through doorways.
- * Food is never left cooking on the stove or in the oven unattended. If you have to leave the kitchen for a short time while cooking, set a timer or take something with you to remind you that the stove or oven is on.
- * The stove and oven are kept clean of grease and spilled food. In the event of a fire, you know that the best response is to put a lid over the flames.
- * Matches, lighters and other smoking materials are kept out of the reach of children, preferably in a locked cabinet.
- * Candles are placed in non-tip candle holders before you light them. Keep them out of the reach of children. Extinguish candles before you leave a room or go to bed, as unattended candles start many fires each year.
- * Smoke alarms are installed on a ceiling or high on a wall outside of the bedroom(s) on each level of your home.
- * Once a year you install new batteries in your smoke alarms and you test them once each month.
- * Be sure your family knows what to do if there is a fire. Prepare an Escape Plan and have a Home Fire Drill so your family can practice their escape.

For more fire safety tips, call your local fire department!

Prepare for Coronavirus With the REME HALO In-Duct Air Purifier

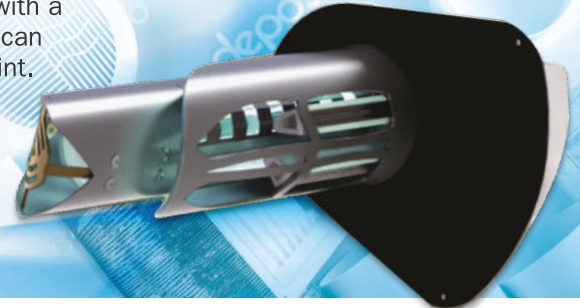
As a family-owned and operated business, we understand that you're concerned about your family's health during these difficult times. That's why we want to share the following information on a product that helps prevent the spread of coronavirus and other health hazards in your home or commercial office space.

Leggett Inc. specializes in installing this proven air purifier that helps you fight microbes like viruses, bacteria and mold; helps control odors from volatile organic compounds; and reduces airborne particles. The proven REME HALO Air Purification system features REME® technology to produce hydro-peroxides (H₂O₂), which are proven safe and effective at cleansing the air and surfaces.

The REME HALO air purifier helps to prevent sickness and provides homeowners with a significant advantage in preparing for the coronavirus. Our licensed professionals can install REME HALO air purifiers in your home quickly and at an affordable price point.

At Leggett, Inc., we go above and beyond to make sure you and your loved ones stay safe with expertly installed air purifiers to prevent sickness in your home.

Call or go to our website for details.



MAKE THE SURE CALL, WE ALWAYS ANSWER

There are some things you can be sure of, no matter what is going on in the world! Leggett, Inc. is one of them. When you call us, you can be sure that:

- There will be a person picking up the phone, not a machine
- You will be treated with courtesy and respect at all times
- You will speak with someone who understands your issue
- We will follow all precautions to protect your health and safety
- Our experts will do everything possible to fix it right the first time
- You will be given up-front pricing to approve before we start so there are no surprises
- The technician has received advanced training on your equipment
- We offer a 100% satisfaction guarantee on all work
- You are supporting a small community-based family-owned business

We've been taking care of our neighbors for 54 years. You can be sure that when you call, we will be there. Please call us about any questions you have, and add our number, 717-737-4562 to your contacts so you can always make the sure call!

Our Exclusive 24-month, 100% Satisfaction Warranty on Custom Carrier Residential Installations

When you turn to Leggett, Inc. for a comfort control system that works best for you, your family, your home and your budget, our experts will design a system that, if serviced properly, will be covered by a 24-month, unconditional guarantee.

Yes, that's right, no other contractors' offers come close to ours! We do this because we are confident in our work. We don't just plug in new equipment and call it a day, we do our due diligence to find out why the system failed in the first place, then offer to fix the underlying issues that caused the failure, discomfort, and the high repair and operating expenses.

We'll make sure the air filters work properly, your comfort levels are improved, and the equipment will work reliably and efficiently to lower your utility costs.





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Optimism and Innovation in Challenging Times

Optimism is contagious and Leggett, Inc. experts are using this energy to innovate its operating systems to get even better. We have always been proud of our record keeping, and after 20 years we are upgrading our stand-alone software with a system featuring integrated modules that we can build on and customize that works for us to provide even better, personalized services.

We have upgraded our online training to virtual, and our system repair manuals, special parts accusation, and upfront pricing systems are all being upgraded and customized so we can grow and improve as we implement them.



Family Owned For 54 Years

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LIC. # PA9401



turn to the experts



CHECK OUT SOME OF OUR EXCLUSIVE OFFERS

- ✓ Celebrating 54 years in business with our seasonal coupon for \$54 dollars off your next service call! This coupon is available during our off seasons: Spring, late summer, fall, and late winter.
- ✓ We appreciate our loyal customers! If you prefer us, refer us - both you and your referral will receive a \$100 credit to use on your next service.
- ✓ Have us check on the other systems of your home, such as your plumbing, electrical, HVAC and water heating systems, during your service call and save \$75! Be sure to let us know what other systems need servicing so we can have the best technician come to you.
- ✓ Get a REME HALO whole-home air purifier installed for just \$895 while we're at your home or office for any other service.
- ✓ **Our best deal by far!** Our service plan owners can enjoy professional seasonal emergency repair service within 24 hours and at a 10% discount! Plus we'll waive our service charge and any overtime or after-hours fees. We'll lock in your price for three years, and if we can't restore your heating or cooling we offer temporary electric heaters and access to our fleet of spot coolers that will give you a good night's sleep, even on a 95-degree day! And we guarantee all of this 100%, or we will return your investment pro rata upon your request.

