



Maximum Comfort News

www.harriscomfort.com



FROM OUR
Family To Yours

We Are Here to Save You Money!



If we were to ask you, "What does Harris Comfort do?" you might answer "Repair furnaces" or "Install air conditioning" or "Deliver heating oil and propane." You'd be 100% right, but another very important thing we do is save you money.

How? By offering you a full range of services that can help you reduce your energy costs.

- * **Heating and cooling system upgrades:** Replace your current boiler, furnace, heat pump or air conditioner with a more energy-efficient unit and you could save hundreds of dollars on energy bills each year. We also specialize in Carrier backup generators, which our customers rely on when the power goes out.
- * **Preventive maintenance:** Arranging for an annual heating or cooling system tune-up could cut your annual energy bills by up to 10%.
- * **Enrolling in a service plan:** Should you need emergency service, your service plan could cover potentially expensive heating and cooling system parts as well as labor.
- * **Energy-saving devices:** We offer a variety of thermostats and controls that will keep energy costs down.
- * **Conservation advice:** Ask us about low- and no-cost ways to significantly reduce your energy consumption (you'll find some right here in this issue of *Maximum Comfort News*). And don't forget ... you can go green by taking advantage of our online services, which you can read about on page 5.

In addition to our energy-saving services, we also offer money-saving opportunities through tax credits, and utility and manufacturers' rebates like our Carrier "Cool Choices" offer inside.

Make 2011 the year you lower your energy bills! We are here to help you keep that goal in any way we can! Call today to find out how.

Sincerely,

David M. Harris

David M. Harris
President

Thanks, Bucks County!

We've been selected "Best of Bucks
2010" for heating and air conditioning by
readers of the *Courier Times*! Thank you!



IN MEMORIAM: JOHN HENTKOWSKI 1942 – 2010



The members of the ServAssure Dealer Alliance regret to announce the passing of their President and longtime colleague, John W. Hentkowski, on December 21, 2010.

A leader in both the business and volunteer community, John was the founder and president of Hentkowski, Inc., a widely respected HVAC contracting firm in Wilmington, DE. He was well known and admired throughout his career for his work ethic and commitment to customer service excellence.

John was the recipient of numerous industry and business honors, including the 2008 Carrier President's Award and the Better Business Bureau of Delaware's Edward Rush Award for outstanding family-owned small business. In addition to serving as ServAssure's president, his professional affiliations included president of the Independent Heating and Cooling Council and a board member of the Better Business Bureau.

As a 33-year member and past president of the Rotary Club of Newark, DE, he worked tirelessly for many years with Rotary's Polio Plus initiative in its efforts to eradicate the disease around the world. He also worked extensively with Easter Seals, serving as a member of the Board of Directors. John loved animals and, with his wife, showed Arabian horses. Other interests included the Wilmington & Western Railroad, where he served as treasurer.

He is survived by his beloved wife, sister, brother, daughter, two sons, and six grandchildren.

What's Your Comfort IQ?

How much do you know about how your heating and cooling systems work? Test your knowledge of the terms below.



AFUE: Annual Fuel Utilization Efficiency is the ratio of heat output of the furnace or boiler compared to the total energy consumed by a furnace or boiler. An AFUE of 90% means that 90% of the energy in the fuel becomes heat for the home and the other 10% escapes up the chimney and elsewhere. An older furnace or boiler could have an AFUE as low as 60%.

Boiler: A boiler uses hot water or steam to distribute heat. If your home uses radiators or non-electric baseboard units, your heating system is a boiler.

Furnace: A furnace uses heated air to deliver heat throughout a building. The heart of the furnace is the heat exchanger, where air is circulated around the powerful burner flame to absorb its heat. If you get your heat from warmed air flowing through registers, you have a furnace or a heat pump.

Heat Pump: Heat pumps use electricity to move heat from a cool space into a warm one, making the cool space cooler and the warm space warmer. During the heating season, heat pumps move heat from the cool outdoors into your warm house; during the cooling season, heat pumps move heat from your cool house into the warm outdoors.

SEER: Seasonal Energy Efficiency Ratio is a rating that denotes the efficiency of air conditioning equipment. It is the ratio of cooling delivered by a system, measured in BTUs, to the dollar cost of the electricity to run the system, as measured in watt-hours. The higher the SEER, the more efficient the unit.

Federal Tax

Credits Extended



Did you take advantage of last year's federal tax credit for energy-efficient home improvements? If you did, great! If not – or if you're still on your quest to save energy in your home – **you've got another chance!**

The new federal tax package includes a provision that extends the tax credit for consumers who purchase **qualified energy saving products**. The bill **extends the credit to the end of 2011, with credits of 10%, up to \$500.**

Call us today for details on qualifying Carrier equipment and on how to take advantage of these great tax credits, and other available rebates.

Energy Conservation by the Numbers

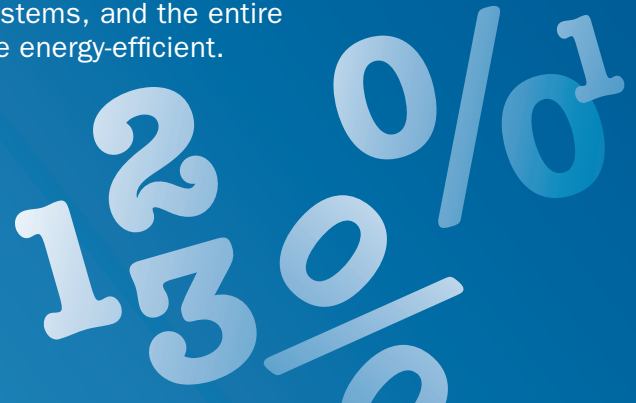
You might remember this handy-dandy chart from the fall issue of *Maximum Comfort News*. We're presenting an updated version of it with NEW STATISTICS to show that spring is a great time to make *your whole house* – your heating and cooling systems, and the entire building envelope (windows, exterior doors, insulation) – more energy-efficient.

If you do this ... **You can save up to this much ...**

Place A/C condensing unit in shady spot	1-2%
Change A/C filters monthly during the summer	7%
Annual A/C maintenance	5-10%
Automatic setback thermostat	10%
New burner control	10%
Heating system tune-up	10%
Caulk, seal and weather strip your home	10%
Use ceiling fans	10%
Install a flame retention burner	17%
Insulate the attic	20%
Recharge A/C refrigerant	20%
Choose ENERGY STAR® qualified heating equipment	30%
Heating system upgrade	30%
Upgrade from 10 SEER* to 13 SEER** A/C	30%

*Old minimum standard; **New minimum standard

Sources: Energy Star, Brookhaven National Lab, Oilheat America, familyhandyman.com



Save up to \$2,350* on high-efficiency home comfort.

Take advantage of limited time rebates and tax credits to give your family more comfort for less. If you've been thinking about upgrading your heating and cooling system for more efficiency and lower utility bills, now is the time!

Ask about
Utility Company
Rebates!

Cool Choices Rebate - up to \$1,250

ServAssure Rebate - up to \$ 600

Energy Tax Credit - up to \$ 500

up to \$2,350*



turn to the experts

* Cool Choices Rebate / Merchandise offer valid 3/01/11 through 6/30/11. ServAssure rebates subject to change without notice. System must be installed by 7/15/11. Rebate / merchandise amounts vary depending on equipment purchased. Not valid on prior purchases or in conjunction with other offers; some restrictions may apply. Up to \$500 federal tax credit on qualifying energy saving home improvements 1/01/11 - 12/31/11. Call for complete details.

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 the "Win a \$500 iPad" Contest

Please see entry rules.

I'd like more information on:

(check all applicable)

- Tax Credits, Offers and Rebates on High-Efficiency Comfort Systems
- Central Air Conditioning Upgrades
- Heating System Upgrades
- ENERGY STAR® Products
- Carrier Heating and Cooling Equipment
- Other: _____

Did You Feel the Pain?

OUCH! Do you remember the summer of 2010?



Last summer the majority of the American East Coast, from the Carolinas to Maine, was gripped in a severe heat wave. In fact, Philadelphia experienced a record-breaking 54 days over 90° in 2010.

How Hot Was It? It was so hot that in our area, **Philadelphia, Baltimore** and **Washington** eclipsed 100°. Many records were broken, some of which dated back to the 1800s, including the temperature in **Wilmington, DE** of 103° on Wednesday, July 7, which broke the record of 97° from 1897. **Philadelphia** eclipsed 100° for the first time since 2001. **Fredrick, MD, Selinsgrove, PA** and **Newark, NJ**, among others, topped the 100° mark for four days in a row. **Baltimore, Trenton** and **Reading** had three days in a row of 100° heat, and **Allentown** had 15 days of 90° or above in July.

Source: AccuWeather.com

Don't Feel the Pain Again This Summer ... Upgrade Your A/C!



Replacing a 10-year-old A/C unit with an ENERGY STAR® model can cut your cooling costs up to 30-50%, and save you enough over the new unit's lifetime to offset its purchase price.

What A/C unit should I buy?

Central A/C units are rated for efficiency according to their Seasonal Energy-Efficiency Ratio (SEER). **The higher the SEER, the more efficient the unit.**

To find the rating on an older unit, check the data label or plug the model number into the online CEE-ARI database at energystar.gov on the Central Air Conditioners page. **New units are required by law to have a SEER of at least 13.** Central AC units manufactured from 1992 through 2005 have a SEER of about 10, and older models are at 6 or 7.

To help you choose a unit with an efficiency rating and output that matches your needs, **we will be glad to perform a thorough cooling analysis on your home.**

Today's air conditioners aren't just efficient, they're green. As of 2010, all air conditioners are required to have eco-

friendly R410A ("Puron") coolant, and all R22 ("Freon") coolant has been phased out of production. Recharging an old Freon unit will be very expensive as well as environmentally harmful, therefore, we strongly encourage you to look into a new unit as soon as possible.

Air conditioners aren't what they used to be. A really "cool" option (pun intended) for homes without ducts, for retrofits and additions, or for installation in tight, compact spaces, is a **mini-split ductless system**. This super-efficient air conditioner allows you to **cool your home without ductwork!**

We're proud to sell Carrier air conditioners. Many Carrier air conditioners qualify for the extended federal tax credit (see page 2), as well as local, state and manufacturers' rebates. Call us for details!



Propane Is Your Versatile Warm-Weather Friend

Enjoying a delicious barbecued meal with family and friends. Swimming laps in your heated pool. Lounging in your hot tub with not a care in the world. Propane makes the “great outdoors” even greater this summer and *every* summer. And **thousands of families in our area trust Harris Comfort for their propane delivery, equipment installation and service.** Have you discovered the “pros” of propane?

Versatile propane is the perfect fuel for outdoor summertime activities. Use it for your **gas grill ... patio heater ... “skeeter eater” ... heated pool ... and hot tub.** Propane is also a great fuel throughout the year for **stoves, ovens, fireplaces, clothes dryers and garage heaters.**

And talk about convenience! With propane delivery from Harris Comfort, you can easily **hook up your barbecue tank to your main propane supply line** – no more constantly running out of fuel and lugging that heavy cylinder to the store to be refilled!

In addition to being versatile and convenient, propane is clean, efficient and **costs a lot less than electricity**, according to the U.S. Department of Energy.

The propane pros at Harris Comfort are ready to offer you “Comfort Year Round” with propane. Give us a call today at (215) 968-7477 or (215) 788-4596.

Go Green ... Go Online!

www.harriscomfort.com

At Harris Comfort, we are proud to offer energy-efficient products that can lower your carbon footprint ... and we are equally **proud to offer you online services that help you go green.**



When you **pay your bills online**, you'll not only save time and postage, you'll also reduce the amount of paper we all use by transferring your payments digitally. We have other convenient features, which you can access with a click of your mouse:

- ✓ **Online price protection sign-up**
- ✓ **Online “live help” feature** – like sending an instant message to our customer service representative
- ✓ **Online account access**
- ✓ **Online customer satisfaction survey**
- ✓ **Online store** for indoor air quality accessories

Visit www.harriscomfort.com today, and see how we're “Still Family and Still Local!” ... and now green!

Back up Your Life with an Emergency Generator

Before the spring winds and summer thunderstorms wreak havoc with your home's power, please consider a Carrier generator.

Carrier's Automatic Home Standby Generator can help maintain your comfort and a relatively normal life during power outages by supplying a totally automatic backup power source to your home. Harris Comfort can help you choose the best system for your home.

- ✓ Keeps your heating and cooling system up and running while also supplying power to lights, refrigerators, sump pumps, well pumps, computers and more.
- ✓ You don't have to do a thing! The generator automatically senses loss of electricity and restores power to the selected circuits in about 30 seconds.
- ✓ More convenient and more powerful than portable generators that typically supply power to just a few extension cords.
- ✓ Quiet, 2-cylinder, 30 horsepower engine runs on natural or LP gas.
- ✓ Sturdy, attractive cabinet is available in steel or aluminum.

For more information, call Harris Comfort today at (215) 968-7477 or (215) 788-4596.



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NEW CONTEST!

Win a \$500 Apple iPad



Enter our new spring contest and you could win a new Apple iPad worth \$500! Whether you use it to page through websites like harriscomfort.com, write an email, flick through photos or watch a movie, **you can do it all on the iPad's big, beautiful Multi-Touch screen.**

What's more, in our continuing effort to go green, **you may now enter the contest online!** Just go to www.servassure.com and complete the easy entry form. **You may also 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, 2011) from among all eligible entries received. Odds of winning depend on number of eligible entries received. Contest is open to individuals 18 years and older. Void where prohibited by law. Subject to all federal, state and local laws and regulations.

\$500 Holiday Shopping Spree Winner

The winner of the \$500 Shopping Spree contest featured in the Fall 2010 issue is our own **Mr. Charles Moore of Langhorne, PA.** Congratulations! See above for our latest contest.

How to Use a Programmable Thermostat



Also known as an automatic setback, day/night or clock thermostat, **a programmable thermostat is a "smart" device that automatically adjusts room temperature settings to energy-saving levels when you are sleeping or away from home.**

Research by the American Council for an Energy Efficient Economy (ACEEE) indicates that **reducing your thermostat setting by five degrees Fahrenheit provides up to a 10% savings.** Using a programmable thermostat effectively can deliver a return on investment of up to 124% or more!

The newest generation of residential thermostats performs one or more of the following energy control functions:

- They store and repeat multiple daily settings, which you can manually override without affecting the rest of your daily or weekly program.
- They store six or more temperature settings a day.
- They adjust heating or air conditioning turn-on times as the outside temperature changes.

The ENERGY STAR® website has a **helpful video explaining how programmable thermostats work** – visit www.energystar.gov, type "Set and Save with Energy Star" in the "search" box and follow the link. You'll see how easy it is to conserve energy!

Harris Comfort can help you choose, and then install, a programmable thermostat that's right for you. For more information, call (215) 968-7477 or (215) 788-4596.