

HARRIS

"Comfort Year Round"

Maximum Comfort News



Fall 2014

www.harriscomfort.com

FROM OUR
Family To Yours

Happy New Year!

No, you're not reading that title wrong; no, we didn't send you the wrong issue of this newsletter; and no, we haven't started our own calendar (at least, not exactly). But it is the start of a new year ... for us. You see, **at Harris Comfort our year really begins in the fall, with the start of another heating season.** And as always, we're starting our new year off right, with **new equipment, new advice,** and a new issue of *Maximum Comfort News.*

As for the new equipment, we're extremely excited to introduce you to **Carrier's Infinity® 18VS Variable Speed Heat Pump** and **Infinity® control Wi-Fi thermostat** on page 3. Like our company, these systems give you complete control over your home comfort, with a wide range of features engineered to meet your specific needs. And since **Harris Comfort is a three-time winner of the coveted Carrier President's Award,** you can rest assured that we have both the tools and the team needed to install and service these high-tech systems. Plus, we provide **annual service agreements** that can help you keep your equipment running smoothly in any season.

Speaking of "running," in the following pages, you'll find a routine test you can run to make sure your heating system is ready for the cold weather ahead. You can also read about our **emergency standby generators,** which keep your heating and cooling equipment, refrigerator, stove and other important appliances running in any weather. So run to the phone and call Harris Comfort or visit us online at www.harriscomfort.com for **best-in-class comfort, service, value, security and convenience.** We look forward to providing you with all this and more in the weeks and months to come.

Thanks again for your business
... and Happy New Year!

Sincerely,
David M. Harris

David M. Harris
President



Congratulations to these longtime Harris employees, who were awarded at our 2014 annual company outing:

Detra Thompson – 20 years
Bryan Kohler – 15 years
Gary McIntyre – 10 years
George Peggs – 10 years
Steve Termyna – 15 years



It's a Three-Peat!

Michael Jordan, Scottie Pippen, Kobe Bryant, Shaquille O'Neal and ... Harris Comfort? That's right – you can now add our name to the list of three-peat champions, because this is the third year in a row that Harris Comfort received the coveted Carrier President's Award. Given only to those outstanding contractors who exemplify the highest levels of professionalism and customer service, the President's Award is Carrier's highest honor and the mark of a truly dedicated full-service home comfort company, so we're proud to bring home the gold yet again. For more information on our Carrier products and services, keep reading and give us a call at 215-968-7477 or 215-788-4596, and 609-386-4658 in New Jersey.



The ServAssure Difference

What's the difference between ServAssure Dealers and *the other guys*? Two words: **complete satisfaction**. That's what only your ServAssure Dealer can guarantee. Here's why...

The ServAssure Dealer Alliance is made up of local heating and cooling companies committed to exceeding your expectations and providing you with the highest level of satisfaction. To do so, we invest heavily in building a great company with knowledgeable long-term employees. All of our technicians are highly qualified to tackle everything from installing your heating equipment to designing your ideal home comfort system. And all of our installations are covered by our **24-month 100%-satisfaction guarantee**.



As a valued ServAssure customer, you should expect the best of the best. That's because whenever we install new home comfort equipment, we guarantee 100% complete satisfaction or your money back. Plus, **all parts, labor and materials are covered for two full years from the date of installation**. Furthermore, there will be no surprise-pricing, as all our services are performed at a quoted flat-rate price according to the job. And you can rest assured that our technicians will arrive in uniform and keep your house clean no matter how dirty their job is.

So, what's the ServAssure difference? It's complete satisfaction, quality, value and peace of mind you won't find anywhere else. For all that and more, call us today.



Cut Your Heating Bills By Up to 30 Percent

Last winter was tough on homeowners all across the country, and higher-than-average heating costs only added to the trouble. So, this coming winter, why not beat the heat by cutting your energy bills up to 30 percent or more with a heating system upgrade? Today's high-efficiency, high-performance **ENERGY STAR®-rated heating equipment is built to reduce emissions, improve efficiency and lower your costs**, all while providing a cozier and more consistent degree of warmth. This way, you won't just feel the difference in your energy bills; you'll also feel it in a comfier home.



Best of all, thanks to your full-service home comfort provider, you can have high-efficiency heating equipment installed without breaking the bank or busting your budget. We offer a range of affordable, **low-interest financing** options with no strings attached, and we'll help you take full advantage of any **manufacturer rebates** or **tax credits** available. If all that doesn't provide enough incentive to upgrade, consider this ... because of the amount of energy you'll save with your high-efficiency equipment, **your new heating system could actually pay for itself within a few years**.

The holidays are just around the corner, so everyone could use a little extra room in their budgets. And if this winter is anything like last year's, you'll be happy to have a heating system that uses less energy while keeping your home warm in any weather. So call today to see how much a heating upgrade can help you save.





INFINITY® SERIES



COOLS

HEATS

UP TO
18
SEER

UP TO
11
HSPF



turn to the experts

We Love These Products!

Introducing the **Carrier 25VNA8 Infinity® 18VS Variable Speed Heat Pump**, the next, next level of home heating and cooling equipment. Like the Infinity® 20 Heat Pump (25VNA0) before it, this model is **designed for maximum comfort**, using variable speed compression technology to adapt its output to your home's specific needs.

The main difference between the two models is that whereas the 25VNA0 uses a variable speed compressor with infinite adjustments between 40 and 100% capacity (giving the home only the amount of cooling or heating necessary), the 25VNA8 uses a **5-stage compressor**. While it does not have the infinite adjustments of the 25VNA0, it does have a wider capacity range of 25-100 percent.



All this is not to say that the Infinity® 20 Heat Pump with Greenspeed Intelligence is now obsolete. Far from it, the 25VNA0 still beats the 25VNA8 in terms of SEER (seasonal energy efficiency ratio), EER (energy efficiency ratio) and HSPF (heating seasonal performance factor). So, if you're looking for maximum efficiency ratings, the 25VNA0 remains your best option.



However, no matter which model you choose, you'll be wise to optimize your new unit's heating and cooling capabilities with the **Infinity® control Wi-Fi thermostat**. The newest Infinity® control thermostats let you **manage your temperature settings from your computer, tablet or smartphone**. They also remember the preferred settings of every member of your household, and some thermostats can even display digital photographs.

And of course, all of these innovative products are backed by manufacturer's warranty and ServAssure's 24-month, 100% satisfaction, money-back guarantee. For more information on any of the above, contact us today.

Updating Your Infinity® Touch Controls

In order to get the most out for your Infinity® control and connected comfort equipment, you'll have to update your control's software. Fortunately, updates can be completed quickly and easily. Visit <https://www.myinfinitytouch.carrier.com/Infinity/Downloads>, scroll down, and click on the "End User License Agreement" link to begin.



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 \$75 Amazon gift card.

Please see entry rules.

I'd like more information on:

(check all applicable)

- Carbon monoxide and smoke/fire alarms
- Wi-Fi Thermostats
- Carrier Infinity Heat Pumps
- Heating System Tune-ups
- Carrier Heating and Cooling Equipment
- Other: _____



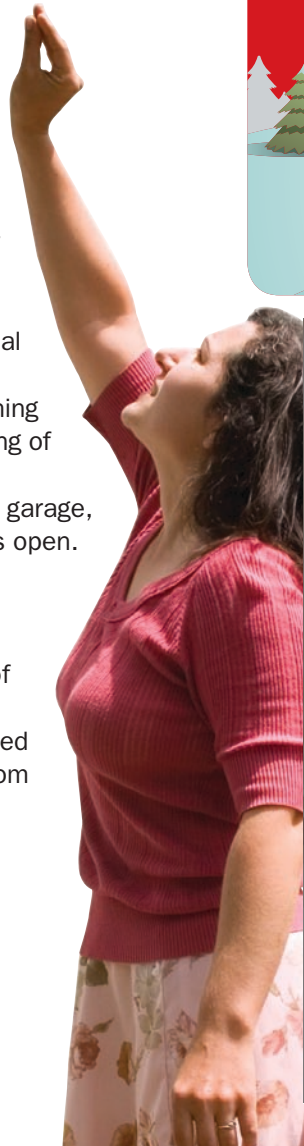
REMINDER:

Check Your Fire, Smoke & Carbon Monoxide Alarms

According to the Center for Disease Control, between 1999 and 2010, an average of 430 people died each year in the U.S. from unintentional carbon monoxide poisoning, and according to the National Fire Protection Association, nearly two-thirds of home fire deaths from 2007-2011 occurred in properties without smoke alarms. With these frightening statistics in mind, your ServAssure Dealer would like to remind you to:

- Install smoke and carbon monoxide alarms inside every bedroom and on every level of your home, including the basement.
- Test all alarms at least once a month using their test buttons.
- Change the batteries in all alarms at least twice a year.
- Replace your alarms every 10 years or sooner if they do not respond properly when tested.
- Have a trained professional inspect your flues, chimneys and all fuel-burning appliances at the beginning of each heating season.
- Never idle your car in the garage, even if the garage door is open.
- Never use a charcoal or propane grill indoors.
- Use an emergency generator only in cases of emergency and be sure that it is in a well-ventilated location outside, away from windows, doors and vent openings.

If you have questions about your smoke or carbon monoxide detectors, or need installation assistance, please give us a call.



Why You Really Need a Service Plan!

It's 2 a.m. on December 25th. Suddenly, you shoot awake in your bed. Unfortunately, it isn't holiday excitement that's interrupting your sleep, but unbearably cold temperatures. Don't let a nightmare-before-Christmas scenario like this ruin your holiday. Instead, **make a small investment in a service plan so you can save big throughout the year**, with:

- **Annual preventive maintenance**
- **Priority emergency service**
- **Increased equipment efficiency**
- **Lower energy costs**
- **Improved heating performance**
- **Prolonged equipment life**
- **Reduced chance of an untimely breakdown**
- **Worry-free peace of mind**

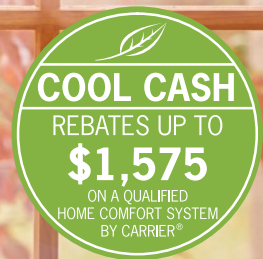
The fact of the matter is that one repair could end up costing you more than a service plan would, and only a service plan can ensure that your system provides uninterrupted heating performance when you need it most. Improved efficiency and reduced fuel costs are great bonuses, but the peace of mind you'll get from knowing **you and your family will stay warm and safe** — that's invaluable. And after all, that's what home comfort is really all about.

Call today to sign up for one of our service plans and get the peace of mind you deserve.



Upgrade Your Heating System Now to Enjoy Rebates up to \$2,175!*

The Carrier® Infinity® Greenspeed™ Hybrid Heat® system gives you super high efficiency heating in the winter plus energy-saving cooling and superb dehumidification in the summer; now with rebates up to \$2,175!



turn to the experts



* Up to \$1,575 Carrier Cool Cash rebate effective August 1st through October 15th, 2014. System must be installed by October 31st, 2014. Up to \$600 ServAssure rebate subject to change without notice. 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.

On Your Mark, Get Set ... Heat

When you think about it, **your heating system is a lot like an athlete.** You expect it to perform consistently and efficiently with the flip of a switch. In other words, it needs to accelerate from a complete standstill to an all-out sprint, if not gradually (using a variable speed motor) then instantaneously. The biggest difference between an athlete and a heating system is that while the true athlete spends the entire off-season training and practicing, your heating equipment sits idle all summer long. So, **just as an athlete warms up before a marathon, you should make sure your heating equipment is ready to run when the cold weather arrives. To get your equipment ready for heating season and ensure it continues working efficiently all winter long,** Harris Comfort offers several invaluable services.



Annual Tune-Ups

Harris Comfort offers annual tune-ups for all furnaces, boilers, water heaters, air conditioners and heat pumps. This service can be scheduled on its own, but is also **included in an annual service plan** (along with priority service and a 15% discount on future repairs*). Whether you're enrolled in a service agreement or not, we strongly encourage all customers to **schedule a heating system tune-up during the summer or fall,** before the heating season begins. This will:



- **Ensure your system is ready to run when needed**
- **Reduce the likelihood of a breakdown**
- **Improve your system's efficiency**
- **Prolong your equipment's lifespan**

Perhaps most importantly, **an annual tune-up will save you money,** both in the short term and in the long run. Think about it: because your equipment will run more efficiently (up to 10% more efficiently to be exact), **you'll use, and therefore pay for, less fuel.** Plus, because your equipment will be less likely to break down, you won't have to spend money on emergency repairs. And finally, because your equipment will live a longer, healthier life, it'll be years before you have to start thinking about a system upgrade.

*Subject to terms and conditions, please contact us for details.

Automatic Delivery

Another way Harris Comfort ensures that our customers' heating systems are ready to deal with the coming cold is via automatic delivery. This service provides **a hassle-free alternative to the old will-call delivery method** that required customers to monitor their fuel usage and call us to schedule delivery several days in advance of their tanks running empty. Instead, with automatic delivery, we take inventory of your past fuel usage and compare it with this season's weather forecasts, using a special "degree-day" formula to determine when you'll need your tank filled. This way:



- **You'll never have to keep an eye on your tank**
- **You'll never have to worry about running out of fuel**
- **You'll never have to pick up the phone to schedule a delivery**
- **Before your tank runs low, we'll be on our way with a refill**

Signing up for automatic delivery makes getting through the winter a whole lot easier and provides you with well-deserved peace of mind. That's especially important around this time of year, because between Thanksgiving preparations, holiday shopping and New Year's resolutions, you've already got enough to think about.

Aside from scheduling your annual tune-up and signing up for automatic delivery, there's one more thing you can do to ensure your heating system is ready to work ... and for this, you won't need any help from Harris Comfort. To **run a routine test** of your heating system, **follow these simple steps:**



- 1. Check that your thermostat switch is in the "heat" or "on" position.**
- 2. Turn up the thermostat at least 10 degrees higher than the actual room temperature.**
- 3. Listen carefully; within a few minutes you should hear your heating equipment hum into action.**
- 4. If your system doesn't start up, press the reset button on your burner's relay. Press it only once.**

If the system doesn't start up, make sure both emergency switches are on (there may be two – one by the stairs and one by the equipment), make sure the thermostat is set properly and make sure that your equipment's fuse or circuit breaker didn't trip. **If your system still won't start, call Harris Comfort at 215-968-7477, 215-788-4596, or 609-386-4658 in New Jersey. You should also follow these steps if at any point during the season your heating equipment stops working.** They just might save you from making an unnecessary service call.

Propane – Your Comfort Fuel

Propane is known as one of the most versatile fuels available today, and with good reason – millions of American use it every year for countless purposes. Here are just a few of the appliances propane can fuel:

- **Furnaces • Grills, ovens and stovetops • Refrigerators • Water heaters**
- **Clothes dryers • Pool and spa heaters • Patio heaters • Whole-home generators**
- **Portable and mobile generators • Fireplaces**

Best of all, when you get your propane from Harris Comfort you also gain access to all the benefits of a true full-service home comfort company, including:

- **Automatic delivery • 24-hour emergency service • Propane tank installation**
- **Easy-on-the-wallet budget plans • Price protection programs • And more!!!**

So turn to the propane professionals and enjoy "Comfort Year Round" with Harris Comfort, a proud member of the Pennsylvania Propane Gas Association.





ServAssure
DEALER



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Visit: www.harriscomfort.com

PA: LIC. # PA000022
NJ: LIC. # 13VH06306900

NEW CONTEST!

WIN A \$75 AMAZON.COM GIFT CARD

We're giving away an Amazon.com gift card worth \$75 to one lucky customer! As the world's largest online retailer, Amazon has just about anything you might need!

What's more, in our effort to go green, you may now enter the contest online! Just go to ServAssure.com, click on "Amazon Gift Card," then click the picture of the card and complete the easy entry form. You may also mail the entry form on page 3. No purchase necessary to enter and win. Winner will be selected by random drawing at contest end Oct. 31, 2014, 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 \$75 Amazon.com gift card featured in the Spring 2014 issue is David Wagner. Congratulations, David! See above for our latest contest.

Are You Still Thinking About a Generator?

If you've been thinking ... and thinking ... and thinking about purchasing a standby generator for your home, it's time to **stop thinking and call Harris Comfort to schedule your standby power generator installation.**

Fall is prime hurricane season, followed quickly by winter blizzards and nor'easters. In fact, studies have shown that **38% percent of all power outages are caused by lightning, snow and other weather-related incidents**, while an additional 12% are caused by fallen trees or tree growth. We all know that Pennsylvania and New Jersey have seen their fair share of violent storms and downed power lines in recent years, so why endure another outage when **Harris has the means to protect your home.**

Our **Generac standby generators will keep your power on, so you won't have to worry** about food spoiling in the fridge ... and flashlights doubling as nightlights ... and your kids swaddled under three layers of sweaters and blankets. Best of all, these standby generators come equipped with **automatic power transfer switches**, so they'll automatically turn on when your power goes out and turn back off when the power is restored. This way, **you'll never use one watt of extra electricity and never lose one wink of sleep.** Call today for a free generator consultation.



GENERAC®