



HEATING • COOLING • FUEL OIL

www.johncipollone.com



A MESSAGE FROM The Cipollones

Get Comfortable Inside and Out



Hello and welcome to another spring edition of *Maximum Comfort News*, your seasonal home comfort newsletter. **At John Cipollone, Inc., we want you to be able to enjoy all the comforts of home, both inside and outside.** That means doing more than just taking care of your air conditioning and heating equipment. It also means providing you with **WiFi thermostats, home energy audits, indoor air quality testing, water heater services, and year-round peace of mind**, so that while you're away from home you won't ever have to worry about what's waiting for your return.

If you are going away this spring, WiFi thermostats give you the power to monitor and **adjust the temperature inside your home from anywhere in the world**, and can even be programmed to send you email or text notifications if something goes wrong with your heating or cooling system.

If you're worried about wasting energy, our home energy audits are for you. **We look at every aspect of your heating and cooling systems, including deep inside air ducts**, to determine where you're wasting valuable energy dollars and how you can rein in those expenses.

If it's poor *indoor* air quality that has you breathing heavily this spring, try our IAQ testing services. As a **Certified Carrier Healthy Air Specialist**, Cipollone is a great source of information when it comes to diagnosing IAQ problems and figuring out the right solutions.

And if you're worried about coming home from a spring vacation to a water heater calamity like a ruptured storage tank, our **Water Heater Floodstop** can automatically shut off your water supply and sound an alarm in the event of a malfunction. Plus, we offer tankless water heaters, which exceed new NAECA efficiency regulations while putting old issues like rusty tanks out of mind for good.

You'll find several of these solutions and others *inside Maximum Comfort News*, and if you're looking for something really outstanding, **enter our new contest on page 6 for a chance to win a check for \$500. Far out!** In all seriousness, though: your peace of mind and comfort are always Cipollone's highest priorities, so after you've finished reading this newsletter, **please don't hesitate to call or visit JohnCipollone.com to find out more** about how we can help you get comfortable inside and out this spring and summer.

Sincerely,

ENERGY STAR® Shines Brighter in 2016



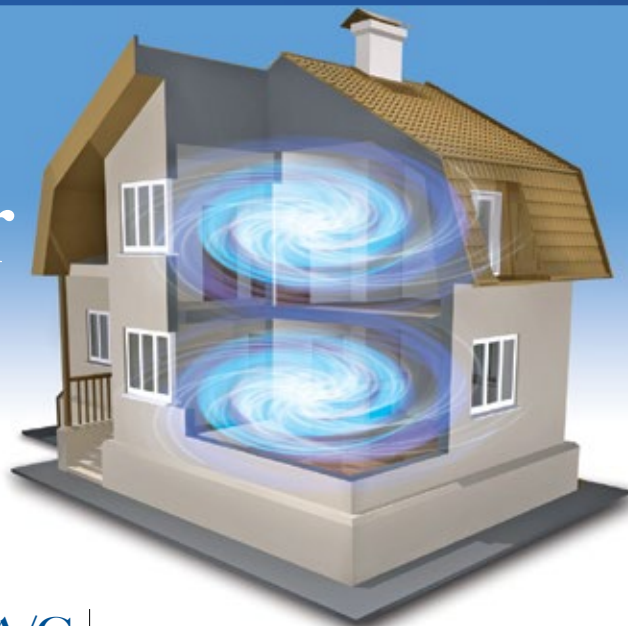
There are 880 furnaces available with the EPA's ENERGY STAR label, which designates that an appliance achieves high efficiency without sacrificing performance. Of those, 259 are powered by natural gas, 355 can be fueled by either natural gas or propane, and the remaining 266 are oil-fired. While there are nearly as many gas-only models as there are oil models, we at John Cipollone, Inc. believe that now, more than ever, **Oilheat is the most economically practical and environmentally responsible choice for your home heating, and here's why:**

- **Oilheat prices are currently the lowest they've been in over ten years**, and industry experts expect these prices to stay low for years to come.
- On the other hand, **natural gas prices are rising every winter**, and with demand continuing to rise as well, these prices have nowhere else to go but up.
- A 2015 report issued to Congress confirms that **low-sulfur heating oil lowers emissions**, improves system performance and reduces maintenance needs.
- The report adds that the **methane released by natural gas can be up to 84 times more harmful than the carbon dioxide released by Oilheat.**

The EPA states, "certified oil furnaces are up to 4 percent more energy efficient than baseline models and can save an average of \$66 in energy costs per year." However, keep in mind that most existing furnaces in people's homes are much older, and thus even less efficient, than these new baseline models. **If you have an outdated, inefficient furnace in your home, upgrading to an oil-fired ENERGY STAR model could actually reduce your energy costs by as much as 40 percent.**

As a Carrier Factory Authorized Dealer, John Cipollone, Inc. is ready and able to help you achieve these energy savings. **Call 610-446-7877 or visit JohnCipollone.com to find out more about our full line of oil-fired ENERGY STAR furnaces by Carrier.**

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®



Ask about additional utility company rebates



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.



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.

BLAST FROM THE PAST

Here are a few photos from a tech training session we hosted back in 1999.



See if you can spot current employees Bob, Larry and Jay somewhere in the huddle.

MEET OUR TEAM

Mike Mullarkey



When you speak with Mike Mullarkey, you know right away that you're dealing with someone who will get the job done, no matter what it is or how difficult. It's the kind of dedication our customers expect from John Cipollone, Inc., but in Mike's case especially, it's not something we could have bestowed or impressed upon him; it's just the nature of who he is.

A Philadelphia native, Mike enlisted in the U.S. Army in 2003 not long after graduating from Roxborough High School. By year's end, he was stationed overseas in Kaiserslautern, Germany. Within two years, he was deployed with the U.S. Army's 1st Armored Division to Afghanistan, where he served proudly from 2005 to 2006. He returned home a Sergeant in 2007 and then signed up as a National Guardsman, serving until 2013. For several of the years in between, Mike pulled double duties, holding down a post with the Guard as well as his job as a service tech with John Cipollone, Inc.

Of course, for someone of Mike's pedigree, a demanding work schedule is nothing special. "We go out in pretty much every condition there is," he says of himself and his co-workers. "We're like mailmen." Through snow, rain and heat, Mike's been with John Cipollone, Inc. for five years now, and whether he's installing or servicing heating and cooling systems, water heaters, or whole-house humidifiers, he always exemplifies the high standards that set our technicians apart from other contractors in the area, or as he puts it, "Just our overall quality service — really trying to take care of the customer, respecting their house."

As for his own house, Mike and his wife Lauren live in the Roxborough-Manayunk area, the same Philly neighborhood that was Mike's stomping grounds before he shipped overseas back in 2003. A loyal husband, Army veteran, Philadelphian and Cipollone employee, Mike is a key member of our team and a prime example of our company's commitment to quality service.

Mildews & Don'ts

As winter gives way to spring, we find ourselves at the tail end of the common cold season and the start of another allergy season. So, if you're experiencing dry throat, itchy eyes, runny nose and headaches, you're certainly not alone. In addition to being symptoms of the common cold and seasonal allergies, these are all signs of poor indoor air quality (IAQ). Fortunately, Cipollone is here to help you keep out common indoor air pollutants like mildew, pollen, mold, fungi, bacteria, viruses, dust, mites and chemicals, with our comprehensive IAQ services and with this list of do's and don'ts.

Do

- ✓ Vacuum two or more times a week
- ✓ Dust regularly, especially around vents
- ✓ Change your air conditioner's filter once a month, if needed
- ✓ Brush your pets' fur, daily if necessary
- ✓ Put a floor mat at every door to your home
- ✓ Institute a shoes-off-at-all-times policy
- ✓ Install a carbon monoxide detector
- ✓ Have water leaks repaired
- ✓ Call Cipollone for your annual air conditioner tune-up (and mention the coupon below)
- ✓ Ask about our Carrier air cleaners, humidifiers, ventilators and UV lamps

Don't

- ✗ Allow smoking inside
- ✗ Open windows on humid days and nights
- ✗ Install carpets
- ✗ Use air fresheners
- ✗ Leave your refrigerator or stove open
- ✗ Try to remove lead paint or asbestos without professional assistance
- ✗ Idle cars, lawnmowers or other engines in the garage
- ✗ Over-water houseplants
- ✗ Let trash accumulate
- ✗ Use harsh or solvent-based air cleaners



Coupon Corner



**All Through April,
Save 10% Off**

**Annual Air
Conditioning
Tune-Up**

Call 610-446-7877
to make an Appointment

COUPON CODE: SPRING416



*Discount applies to routine maintenance performed during normal work hours only. Does not apply to air filters or other parts and materials that may be needed. Offer available April 1-29 only. Call for details.

**Save \$50 Off
The Installation
of a Humidifier**

**Improve your IAQ & Protect
Your Hardwood Floors (see page 6)**

COUPON CODE: IAQ416



*Discount applies to system installation performed during normal work hours only. Offer available April 1-29 only. Call for details.

Spring 2016

Maximum Comfort News



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JOHN CIPOLLONE INC.

HEATING • COOLING • FUEL OIL

600 Darby Road
Havertown, PA 19083

610-446-7877

comfort@johncipollone.com

Visit: www.johncipollone.com

LIC. # PA1900



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 contest@johncipollone.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!

How to Protect Your Hardwood Floors & Furniture

Whether your home has a classic or modern look, you can't go wrong with wood. Quite simply, it's one of the most universally loved surfaces in home design and décor. Easy on the eyes and relatively easy to clean (compared with leather or carpeting), wood is nearly as durable as it is versatile. However, **one thing it doesn't hold up well against is hot, dry air.**

Unfortunately, this is exactly the kind of climate created indoors by some home heating systems (especially older models). So, **while you're enjoying the warmth and comfort provided by your furnace, your hardwood floors and wooden furniture could be drying up, cracking and coming apart.** That's why you need a whole-home humidifier by Carrier®.

Carrier's whole-home humidifiers improve your indoor air quality (IAQ), protecting your hardwood floors and wooden furniture while also helping prevent IAQ-related health issues like sore throats, chapped lips and skin irritation. As a Certified Carrier Healthy Air Specialist, **John Cipollone, Inc. recommends Carrier humidifiers for all homes with hardwood floors**, and we can help you determine exactly which model will work best in your residence. **Talk to our team today and save \$50 off the cost of installation when you use the Coupon on page 5.**

