

JOHN CIPOLLONE INC

HEATING • COOLING • FUEL OIL

Maximum Comfort News

Fall 2012

www.johncipollone.com



A MESSAGE FROM John & Mike

Time Does Fly



When Veronica "Ronnie" Forester started working here in 1980, we had a grand total of five people on the payroll. Included in that group were John Sr., Lena, John Jr., Mike and Jay Palasch. When things really got busy, we used to bring in Grandpop Bianco until he retired at age 90. All accounting, billing, bookkeeping and automatic delivery for fuel oil was done by hand. Fast forward to September 2012, these functions are done by computer and communicated by Android. At the end of this month, Ronnie is retiring after thirty-two years with our company. She has been a trusted and hard-working member and we wish her every joy and happiness.

Lisa Detwiler will be succeeding Ronnie as office manager. Lisa has been with our company since the turn of the century and is our sister.

Thank you for your patronage; we stand ready to answer any questions regarding your home comfort system. We have many ways to help you save energy and money that are very affordable, and we are glad to help. Call us, we love to save energy!

Sincerely,

John & Mike



“ I have made many friends through the years; it has been a unique experience, each day different from the next. I am looking forward to the next chapter. Ciao. ”



Oil Heat Experts



A HEAP of Help with LIHEAP



We understand that times are tough, and many of our customers are struggling to pay their heating bills. That's why **heating assistance is available through LIHEAP, the Low Income Home Energy Assistance Program.**

LIHEAP is a federally funded program that helps eligible households in meeting their home energy needs. LIHEAP also offers an emergency benefit for households in a heat or heat-related energy emergency.

Additionally, LIHEAP offers a furnace repair and/or replacement benefit for households with inoperable heating equipment. For further information and 2012-2013 income guidelines, please contact the appropriate state agency:

Delaware: Visit www.dhss.delaware.gov/dhss/dssc/liheap.html or contact your local county assistance office or the **LIHEAP hotline, 1-800-464-4357.**

New Jersey: Visit www.state.nj.us/dca/divisions/dhcr/offices/hea.html or contact your local county assistance office or the **LIHEAP hotline, 1-800-510-3102.**

Pennsylvania: Visit www.dpw.state.pa.us/foradults/heatingassistanceliheap/index.htm or contact your local county assistance office or the **LIHEAP hotline, 1-866-857-7095.**

More information can be found at the "State Low-Income Energy Assistance Snapshots" page of the LIHEAP Clearinghouse website, www.liheap.ncat.org/snapshots.htm.

Talk to Us! We're Here for You!

In addition to contacting LIHEAP, please call our office if you are unable to pay your bills to see how we may be able to help you. You may also check off the "heating assistance" box and mail back the reply form on page 3. All your personal information will be kept confidential. We want to make sure that every one of our customers is able to enjoy a warm and cozy winter.

Be Proactive! Get Your Heating System Tune-up Now

Regular tune-ups keep your boiler or furnace running at peak efficiency, can cut annual fuel bills by up to 10% and help prevent inconvenient breakdowns.

You may be wondering, however, when you should call for this service.

Not Your Grandfather's Heating System

You're not still driving your 25-year-old car (unless it is a true classic), so why are you still heating your home with a fuel-guzzling boiler, furnace or heat pump?'

Heating system technology has come a long way. **Today's heating systems are more energy-efficient, cleaner, quieter and more compact than their predecessors.** Some units have variable speed motors. Others you'll find mounted on a wall instead of sitting on the floor. Many, upon first glance, don't even look like heating systems!

Here are some of the innovations happening in heating system technology:

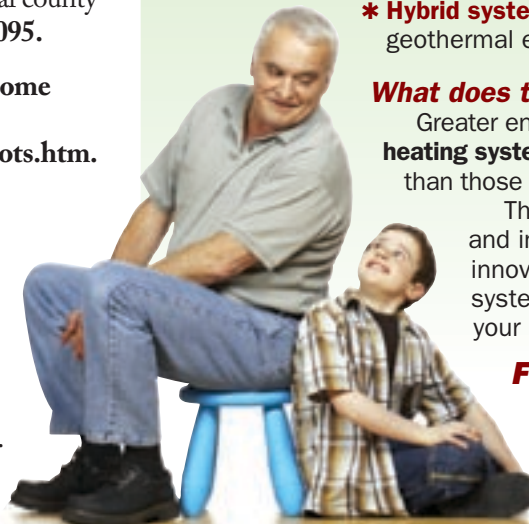
- * **Multi-stage furnaces**, which deliver more consistent heat to homes
- * **Condensing boilers and furnaces**, which recapture energy from the exhaust gases to make more heat
- * **Combined condensing boiler/hot water heaters**, for greater efficiency and comfort
- * **Dual fuel heating systems**, which can switch from one energy source to another depending on the outside temperature
- * **"Smart" microprocessor based controls**, which adjust heating equipment usage based on changing energy needs
- * **Vaporizing technologies and high-flow atomization burners**, which modify the way the fuel mixes with air for combustion
- * **Thermo-photo voltaics**, using radiation from the burner's flames to generate electric power
- * **Hybrid systems**, incorporating solar or geothermal energy

What does this mean to you?

Greater energy savings! **New high-efficiency heating systems use up to 40% less energy** than those manufactured back in the 1970s.

The **Carrier** systems we sell and install feature many of these innovations. Best of all, any Carrier system can be customized to meet your specific comfort needs.

Find out how you can benefit from today's comfort technology – give us a call now!



Believe it or not, **the best time to get a tune-up is not when heating season starts, as most people think, but before the weather turns cold.** In other words, **right now.** Not only will you be able to get a convenient appointment; if a problem is found, you won't run the risk of having to go without heat while your system gets repaired. If you do wait until late fall or winter to call for a tune-up, the demands of the heating season may make it difficult for us to accommodate your request right away.

You wouldn't get ready for a months-long road trip without making sure your car was in proper shape ... **why neglect your boiler, furnace or heat pump before it runs for 2,000 hours during a typical heating season?** Be proactive, and tune up today. Your heating system will thank you when those winter winds howl.



If you are enrolled in a heating maintenance plan, your tune-up may be included! Call us to find out!

Keep on Pumping up the Efficiency!

Our readers have seen the article about the amazing **Carrier Inverter Heat Pump** – also known as the **Infinity® Series Heat Pump with Greenspeed™ Intelligence – Model 25VNA0** – in the past two newsletters and want to hear more! In fact, we've probably never had as much interest in any other Carrier product!



Carrier's highest efficiency heat pump is built for total home comfort

The exclusive Infinity Series heat pump with Greenspeed intelligence is the first of its kind. Variable-speed technology enables precise delivery of heating and cooling comfort in longer, lower speed run times. That equals comfort, savings and quiet operation.



Cold outside? Unlike other heat pumps, the Carrier Inverter Heat Pump can provide warmer air at the register when outdoor temperatures fall into the teens.

Carrier Inverter Heat Pump Features:

- ✓ Up to 20 SEER
- ✓ Up to 13 HSPF
- ✓ Superior humidity and temperature control
- ✓ As low as 58 decibels
- ✓ Variable-speed operation for ultimate comfort
- ✓ Full Silencer System II™ for quiet operation
- ✓ WeatherArmor™ System for ultimate protection
- ✓ Enhanced diagnostics with Infinity® Control
- ✓ Environmentally-sound Puron® refrigerant
- ✓ 10-year parts limited warranty when properly registered



The highest heating efficiency ducted, air source heat pump on the market, the Carrier Inverter Heat Pump delivers up to 69% higher heating efficiency in the three-ton size.



Voted one of "The Hot 50 Products of 2012" by GreenBuilder magazine

Learn more about the Carrier Inverter Heat Pump – call us now for your free, no-obligation in-home consultation.

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 "\$500 Shopping Spree" Contest

Please see entry rules.

I'd like more information on:

(check all applicable)

- Central Air Conditioning Upgrades
- Heating System Upgrades
- NEW** Carrier Inverter Heat Pump System
- Carrier Heating and Cooling Equipment
- Heating Assistance
- Other: _____

BEWARE OF THE "SUPER" COMPANIES



BUYER BEWARE!

The "super" companies are out to get you. Who are the "super" companies? They are **large companies, very often from out-of-state, that flood you with sales offers and promotions promising you the moon and the stars.**

We can't mention them by name, but you've noticed these companies' ads just about everywhere – on radio, TV, at major and local sports arenas, on buses and at bus stops – even on banners trailing from airplanes!

The "super" companies claim to provide excellent service, but they are more interested in generating large one-time sales than long-term customers. **They snare you with low-cost initial service calls and tune-ups that turn into high-priced repairs and upgrades.**

Last but not least, the "super" companies employ **commissioned technicians who get paid based on how much they can get you for ... whether you need what they're selling or not!**

Our company would never resort to these questionable practices — because we are a proud member of the **ServAssure Dealer Alliance** — a group of local comfort companies committed to exceeding your expectations and providing you with the highest level of satisfaction.



THE SERVASSURE DIFFERENCE

As a ServAssure member, our company must abide by ServAssure's strict dealer standards as well as 16 demanding employee performance standards, ranging from how we greet you to how we bill you. Our knowledgeable, dedicated team wants to exceed your expectations every day!

As our valued customer, you also enjoy the unparalleled **ServAssure Satisfaction Guarantee – 100% complete satisfaction or your money back.** Plus, all **parts, labor and materials are covered for 2 full years from your date of installation.**



THE CFAD DIFFERENCE

All ServAssure dealers are also **Carrier Factory Authorized Dealers (CFADs)** – true experts in handling all your home comfort needs, from tailoring your ideal comfort system to installation, service and beyond.

You are doing business with a first-class company – us! You can always count on us for the quality, value and peace of mind you won't find anywhere else.



Healthy Recipe Corner

Apple Squash Soup

From Taste of Home Magazine
Prep: 10 min.
Cook: 35 min. + cooling
Yield: 5 Servings



Ingredients

- 1 large onion, chopped
- 1/2 teaspoon rubbed sage
- 2 tablespoons butter
- 1 can (14-1/2 ounces) chicken or vegetable broth
- 3/4 cup water
- 2 medium tart apples, peeled and finely chopped
- 1 package (12 ounces) frozen mashed butternut squash, thawed (you can also use steamed fresh squash)
- 1 teaspoon ground ginger
- 1/2 teaspoon salt
- 1/2 cup fat-free milk

Directions

- In a large saucepan, saute onion and sage in butter for 3 minutes or until tender. Add the broth, water and apples; bring to a boil. Reduce heat; cover and simmer for 12 minutes.
- Add the squash, ginger and salt; return to a boil. Reduce heat; simmer, uncovered, for 10 minutes. Cool until lukewarm.
- In a blender, process soup in batches until smooth; return to pan (you can also use an immersion blender). Add milk; heat through. (Do not boil.)

Nutrition: One serving (1 cup) equals 142 calories, 6 g fat (3 g saturated fat), 13 mg cholesterol, 647 mg sodium, 22 g carbohydrate, 2 g fiber, 3 g protein. **Diabetic Exchanges:** 1 fat, 1 starch, 1/2 fruit.

Lower utility bills. A more comfortable home. Save up to \$1,450*

If your system is over 10 years old, it is costing you more than it should to heat and cool your home. Today's high efficiency systems use less energy than ever, providing you and your family with better comfort and lower energy bills. Carrier's Infinity® heat pump with Greenspeed™ intelligence is **29% more efficient than the nearest high efficiency competitor and 68% more efficient than standard units!*****

Ask about Utility Company Rebates!



* Cool Cash Rebate offer valid 9/01/12 through 11/15/12. System must be installed by 11/30/12. Rebate amounts vary depending on equipment purchased. Not valid on prior purchases or in conjunction with other offers; some restrictions may apply. Call for complete details.

***Based on 3-ton ducted air-source heat pump system combinations as of February 17, 2011. Heating capacity based on an outside temperature of 17° F.

10 Conservation Tips for When the Mercury Dips

Think you have to spend a lot to save a lot? Think again! Here are 10 easy, low-cost ways to save energy and money during the 2012-13 heating season. Need more advice? Simply give John Cipollone, Inc. a call at (610) 446-7877.

5 Heating and Hot Water Tips

1. **Get your heating system tuned up annually.** This could lower energy bills by up to 10%. Read more about tune-ups on page 2.
2. **Install a programmable thermostat** and set it to lower the temperature at night and whenever the house is unoccupied.
3. If you have a forced air furnace, **inspect your filters** at the beginning of the heating season and monthly during the season. Clean or replace them if there is significant dust buildup.
4. **Get a humidifier** to add moisture to the air. Moist air feels warmer, so a humidifier can help you feel comfortable even though your thermostat is set at a lower temperature.
5. Make sure the **water heater is set no higher than 125°.**



5 Sealing and Weatherizing Tips

1. **Install foam insulation gaskets** behind electric outlets and switch plate covers to prevent cold air from leaking through.
2. **Seal off unused rooms** (as long as the room is less than 100 square feet and isn't the room where the thermostat is located). Close the floor or wall registers and return air vents, and keep the doors closed.
3. **Open south-facing window curtains, drapes and blinds** during the day. Close window coverings at night to keep the heat in.
4. **Weather-strip and caulk windows.** Check window frames for cracks and fill them with caulk that contains silicone.
5. **Check all exterior doors for air leaks** and weather-strip and caulk as needed. A one-eighth-inch gap around a door is equivalent to a 6-inch-square hole in the side of your house and causes a lot of energy loss.



Start a Walking Program

As your home comfort company, we at John Cipollone, Inc. care about your total health and comfort. One of the simplest, safest and least expensive ways to stay healthy is walking. And now that fall is here, walking is a great way to view the beautiful autumn colors.

Brisk walking (3.5 to 4.5 miles per hour) produces cardiovascular benefits. Slower walking (2 miles per hour) can be advantageous for older people, cardiac patients, or people recuperating from illness. Walking at speeds of 5 miles an hour can burn as many calories as moderate jogging, but even slow walking can burn 60 to 80 calories per mile.

- Check with your doctor before starting any exercise program.
- Start with mile-long walks at a pace of 3 miles per hour 5 times a week. Over the course of a month, gradually increase your distance and your pace.
- Increase the aerobic benefits by swinging your arms or carrying hand weights.
- During inclement weather, walk for exercise inside a mall.

I'm Breathing in What?!

You may have an air pollution problem – indoors!

The cool weather is here. The windows and doors are tightly shut and you've done a good job sealing your home to prevent energy-wasting air leakage.

However, **when you keep the cool air out, you also keep in those nasty little pollutants that could make your family sick – things like:** * odors * chemicals * pollen * irritants * microscopic insects * mold * mildew * viruses * dust * dust mites

These indoor air pollutants can contribute to eye and throat irritation, colds, allergies and asthma. Fortunately, **John Cipollone, Inc. can help!** We have many outstanding products to improve your indoor air quality. Let us schedule a **free, no-obligation indoor air quality consultation** at your home – we'll help you decide which products are right for your needs.

Choose from the following quality products and services: • Duct cleaning • Air filtration products • Humidifiers • Fresh air ventilators • Ultraviolet lights • Carbon monoxide detectors

Call John Cipollone, Inc. today at **(610) 446-7877** for nice, warm, clean air this winter and all year long.



JOHN CIPOLLONE INC.

HEATING • COOLING • FUEL OIL

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NEW CONTEST!

Win a \$500 Holiday Shopping Spree!

The holidays are almost here – and we want to help you celebrate! Enter today and you could win a \$500 Holiday Shopping Spree ... absolutely FREE! That's \$500 in cash for you to spend any way you please! (Hmmm ... maybe you'd like to buy some new comfort equipment from John Cipollone, Inc.?)

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 (Oct. 31, 2012) 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.

Amazon Kindle Winner

The winner of the John Cipollone, Inc. Amazon Kindle Touch contest, featured in the Spring 2012 issue, is William Feehery of Ardmore, PA. Congratulations! See above for our latest contest.

HEATING AND COOLING IN THE WHITE HOUSE



Since this is a presidential election year, we thought we'd look at a few historical facts about heating and cooling in the White House.

- ❖ The White House's first heating system, the gravity-based Pettibone furnace, was installed when James Madison took office in 1809.
- ❖ Running water was piped into the White House in 1833.
- ❖ Installation of a ducted hot-air heating system began in the spring of 1840.
- ❖ In 1909, President Taft attempted the installation of

an air conditioning system, in which electric fans blew over great bins of ice in the attic. This never worked and was soon abandoned.

- ❖ In 1930, the West Wing of the White House was air conditioned, thanks to Carrier.
- ❖ President Carter had solar heating panels installed on the roof of the West Wing in 1977. They were removed in the 1980s.
- ❖ The White House complex's east-west orientation permits the use of day lighting and passive solar heating, among other energy-efficient measures.

You may not live at 1600 Pennsylvania Avenue, but we at John Cipollone, Inc. understand that you are the "chief executive" of your home comfort, and we thank you for your vote of confidence!