



ComfortMatters

Your peace of mind is our first priority.

SPRING 2015

Hello, and Thank You for your business!



Thank you so much for all the business and referrals you have given us. We are always looking for ways to serve you better. We are amazed by the number of customers who have filled out our Customer Satisfaction survey form. We truly appreciate the time you have taken and all the positive responses we received. We do pass them along to our staff to read. What we also appreciate are the customers who let us know when we are falling down on the job.

The management staff personally gets involved with these responses. First we correct the immediate situation and then look at our procedure and find ways for improvement. **We have worked hard to create a one-stop, peace of mind service for all your indoor home comfort needs.**

- It's going to get hot and we have your HVAC in mind! We look to schedule maintenance and tune-ups so you are ready for the hot weather when it hits.
- Water bills are increasing and we want to keep water leaks and outdated plumbing systems from costing you extra money. Our plumbing experts have the right solutions to meet your needs.
- We have added a brand new remodeling division who would be glad to talk to you about ways you can make energy efficient and spectacular upgrades to your home. We specialize in bathrooms, kitchens, weather sealing / insulating, decks and much more. Our remodeling team is held to the same high quality, drug testing and background checks as you have expected from our HVAC, Plumbing and Electrical staff.
- Also, to keep you safe and help with lighting and electrical efficiency, our electricians are ready to respond. Our biggest demand last year was for the peace of mind and safety benefits of whole house emergency back-up generators! Just give us a call.
- We have expanded our operations to service South Jersey. If you have a shore house, we can help you there too!
- And, if you have a business, we have a commercial division with a highly experienced staff of over 35 Technicians who can service the smallest to largest commercial systems.

Oliver is proud to continue the legacy of being a family owned business, while offering you – “Our neighbors” – a full line of home comfort services. As always, we thank you for your business and your referrals. Please continue to give us your feedback on how we are doing.

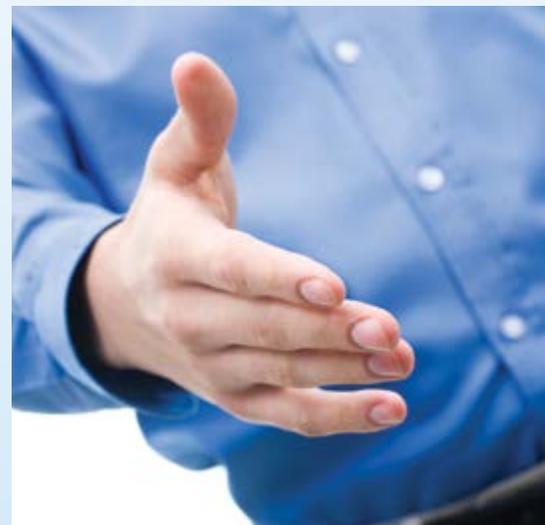
We wish you a healthy and a blessed spring and summer.

Joe Oliver, Founder
Rocco Pace, President

Oliver is Hiring!

Do you know someone with a great attitude and an interest in HVAC, plumbing, or electrical? We are hiring apprentices, technicians, sales and office staff!

To apply, please send resume and cover letter to: info@oliverhvac.com



EXPERTS IN:

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- PLUMBING • ELECTRICAL

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Common Home Inspection Problems

Most home buyers hire professional home inspectors before completing the purchase. Here are some of the most common problems encountered by home inspectors:

Faulty Wiring

This includes things like open junction boxes, no wire nuts on wires, no 3-prong outlets and various other safety hazards. Often these result from do-it-yourself electrical projects by home owners who know just enough to be dangerous.



Ancient HVAC Systems

Old furnaces may still function okay but home inspectors will pay close attention to potential carbon monoxide hazards, such as a cracked heat exchanger. Some inspectors will warn the buyer of leaky ductwork and other inefficiencies as well.

Leaky Plumbing

Often the seller may not even notice the leaks. But an astute inspector will keep an eagle eye out for water stains, powdery residue, mold or mildew caused by subtle leaks that escape the casual eye. Damp basements often are caused not by leaks, but by clogged or bent gutters that fail to channel water away from the house. Tiny toilet leaks can damage the underlying subfloor.

Poor Water Pressure

This is easy to detect and a buyer may insist on re-piping before concluding the sale, or ask for thousands of dollars off the sale price to cover such a project.

Foundation Flaws

These are often indicated by sloping floors and sticky doors and windows. These can be a deal breaker when it comes to selling your home unless the seller decides to spend thousands of dollars on repairs.

Energy Efficiency Is #1 In Homeowner Survey

A recent survey caught my eye detailing what Americans most want in their homes. It was conducted by the Demand Institute, a non-profit organization run by the Conference Board, a business group, and Nielsen, the organization responsible for TV ratings. They surveyed 10,000 households and found the number one thing most Americans desire for their homes but don't necessarily have is energy efficiency.



This isn't surprising, because energy costs continually rise and take a big chunk of the average household budget. Average spending on home electricity has grown 56% since 2000, according to the report. 71% of respondents said they thought their home's energy efficiency was important, but only 35% of those people said they were satisfied with their current home's energy efficiency.

I'll take a wild guess and presume that many of you reading this are among those unhappy American home owners. Put another way, you're sick and tired of seeing so much of your hard-earned money going to heat and cool your house!

Here are two of the simplest things you can do about it.

1. Let's begin with the easiest, least costly step you can take. Make sure your heating equipment and related ductwork or piping is well insulated and not leaking. Next time our technician visits your home on a service call or as part of your regular inspection and maintenance program, ask about performing a home energy audit.

Closing off leaks via air sealing is one of the least expensive and most cost-effective measures you can take to improve your home's comfort and energy efficiency. By sealing uncontrolled air leaks, you can expect to see savings of 10% to 20% on your heating and cooling bills, even more if you have an older or especially leaky house.

2. Get a programmable thermostat, if you don't already have one in your home. Studies have shown that programmable thermostats can cut heating and cooling costs by around 20%.



Some people, especially senior citizens, hesitate to upgrade because they think programmable thermostats are complicated to operate. The current generation of programmable thermostats is much easier to program than the ones that came out years ago, and our friendly service technicians are always happy to help you get set up.

Call 800-522-4884 to put a stop to your runaway heating and cooling costs!

Follow Oliver on



Be Sure To Call Us If...

1. Your electrical circuit-breakers frequently trip, or fuses blow. This means you are drawing more current than your home's system can provide. It could indicate a dangerous condition with one or more circuits.



2. Your lights flicker and dim. This may happen when you run too many appliances on too few circuits. Maybe the ceiling lights dim when your air conditioner starts up, or your vanity lights flicker when you turn on the hair dryer. These signs indicate that some of your appliances are drawing too much power and should have dedicated circuits.

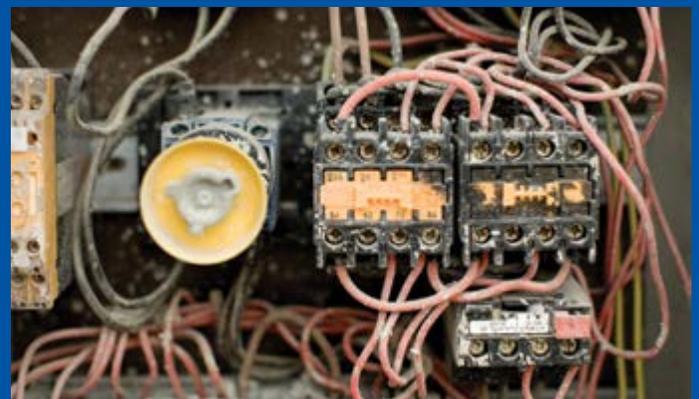


3. You have no three-prong outlets. Some older homes were built with two-prong outlets only. Sure, you can buy cheap three-into-two adapters at the hardware store, but it may be that your electrical wiring is not fully grounded. For safety sake you are better off installing some three-prong outlets for your microwave, refrigerator and other heavy appliances that require them.

4. Outlets or switch plates are warm to the touch or, even worse, give you a mild shock. This is a big uh oh. It signals that there is too much demand on the circuit and maybe something even more dangerous. For instance, older homes

built before 1975 may have aluminum wiring. According to the Consumer Product Safety Commission, aluminum wiring is 55 times more likely to cause a fire than copper wire!

5. You do not have Ground-Fault Circuit Interrupters (GFCI) at outlets in the kitchen, bathrooms and other wet locations. GFCIs are safety outlets that constantly monitor electricity flowing in a circuit and automatically shut off to protect people from electrical shock. They typically have little reset buttons between the outlet holes that pop up if a circuit gets broken. You need to press them down again to restore the current. You should have them by sinks, dishwashers, bathroom lavs and everywhere else where water can reach the outlet.



6. You notice deteriorated wire insulation. When you remove an outlet or switch cover you may notice bits of black rubber in the box, or wires covered in cloth instead of plastic. Older homes in particular are susceptible to deteriorated insulation or half-baked do-it-yourself electrical projects by a previous owner.

7. You don't have enough outlets. You may get by with plug-strips and multi-receptacle add-on outlets, but they tax your electrical system to work beyond its capacity. Additional circuits and receptacles are needed for convenience and safety. If you have wires running under your rugs and furniture, especially extension cords, that's another safety hazard. It signals that your outlets are too far apart.

8. You notice rust or moisture by a service panel. This is a sign that something is wrong that threatens your main wiring connections.

9. Your home is old and you've never upgraded your electrical service. If your home is more than 20 years old, you may be living with an outdated and possibly hazardous electrical system. Call us for an inspection to bring it up to today's code standards.

Ask the Expert



Rob Wagner, Plumbing Manager

Question: During my annual plumbing inspection, the plumber mentioned that my water heater is approaching 10 years old and I should consider replacing it because the model I have won't be made any more after new efficiency regulations go into effect. Is that true? What do I need to do to avoid a problem?

On April 16, 2015, higher efficiency standards took effect for residential water heaters. All new residential water heaters produced on or after April 16, 2015 will be affected according to their power source, technologies, size, and other key design factors. Water heaters that comply with the new standards will offer increased performance and energy savings over the lifetime of the unit, however, there are important considerations for homeowners including:

- A significant increase in the cost of a new water heater
- A potential need to relocate the water heater and associated power and water connections
- Limited choices in tank capacity

Although many of the details regarding implementation of the new regulations are still being negotiated, Oliver and our equipment vendors are working diligently to minimize the impact on our customers and maximize their options. If your water heater is approaching the end of its lifespan, or any of the considerations below apply to your home, we urge you to act quickly while equipment manufactured prior to the implementation date is still available.

Homeowners with larger water heaters, or water heaters in tight spaces, will feel the biggest affects of these new regulations. Call Oliver to help you navigate your options if your water heater:

- Has a tank capacity of 55 gallons or larger
- Is located in a tight space, such as a utility closet
- Is approaching or past 10 years old

As always, we are here to help. Please reach out if you have any other questions about the new regulations or how they may affect your home!

Are Your Bathrooms Suitable for Retirement?

Between now and 2020, the number of households headed by a person 65 and older is expected to grow 10 times faster than other households. No surprise then that 76% of participants in a recent survey from the Demand Institute said that it's important to live in a home that they can stay in as they get older. But only 53% of those people are satisfied that their current home meets this criterion.

Bathrooms are among the most common areas cited for age-in-place improvements. Research has shown that the danger of scalding increases with old age, because many seniors lose sensitivity to



temperature extremes and can be slow to react to turn down or shut off the hot water. Installing a temperature and pressure relief valve at the showerhead, or a thermostatic mixing valve atop the water heater, can help alleviate this problem. Also consider replacing twist handles with levered faucets and door handles. This makes life easier for people with arthritis or other conditions that limit the dexterity or strength in their hands.

Strategically placed grab bars are among the least costly and simplest ways to make bathrooms safer. For some of you, though, complete bathroom renovations may be in order. One senior-friendly feature is a curb-less shower stall that one can enter without stepping over a threshold. This is especially important for people with infirmities who may be wheelchair-bound or use walkers.

Another bathroom improvement to consider for aging in place is replacing vanity cabinet lavatories with wall-mounted lavs able to accommodate wheelchairs. If you want cabinets, have them mounted at least 9-12 inches off the floor, which will allow room for a wheelchair footrest.

Extra-tall toilets also are available to make life easier for elderly or disabled persons. These come with a height of 16 to 18 inches, compared with the standard 14-15 inches.

Some of the aging-in-place features described here require a complete bathroom renovation. That can be expensive, but compare the cost with what you would pay for assisted living or nursing home care and it becomes an option worth considering.

Oliver Mechanical Proactive Building Maintenance Plan

Oliver Mechanical is committed to giving the tools and information to our clients to determine the next best plan of action for each of their facilities. We accomplish this by focusing on our clients' HVAC, plumbing and electrical needs. Our main focus is developing plans that address our clients' current and future needs, through negotiated site reviews or our preferred service agreements. We will provide repair and replacement pricing along with recommendations on future planning for site renovations or production modifications. We will partner with our clients to meet production and site demands. We'll work as an independent contractor or a team member in facilities such as factories, universities, K-12, and medical institutions. Our ongoing communication with site maintenance staff personnel will assure the timely completion of the project. We meet and exceed all safety, back ground and insurance requirements.



Our preferred plan of proactive building success starts from one of the following areas:

- Full site review to be customized to your current facilities needs and goals
- Quarterly service agreement
- Building benchmark or energy usage audit
- Multiyear facilities upgrade plan

Call 800-522-4884 and request one of our Contract Account Managers to start to work on a plan for your building operational success today!

Have you heard the news? Plumbing and electrical services are now available to our clients in the Polar Bear service territory!

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10% OFF

Bathroom Renovations of \$2000 or more when scheduled before June 30th, 2015!

*Limited Time Offer.
May not be combined with any other offer or applied to previous purchases.*