



# ComfortMatters

Your peace of mind is our first priority.

FALL 2015

## Hello, and Thank You for your business!



Dear Friends, Clients and Associates,

I hope everyone enjoyed the long, hot and dry weather we had this summer. The cool mornings are a reminder that Summer is ending, Fall is arriving and Winter is soon to come. It's been a busy summer and our staff worked around the clock servicing your air conditioning needs.

We thank all our loyal customers for the opportunity to serve you.

Fall is a time of transition. Some of you will end your summer vacations and send your children back to school, while others will close up your shore houses and start raking leaves at your homes. Many of you will pack away the summer clothing and pull out your sweaters and hats. It's time to turn off the A/C and get ready to turn on the heat.

Fall is also a time of preparation. Squirrels gather nuts for the winter and birds fly south to a warmer climate. Oliver wants to help our customers prepare their homes for the upcoming winter. We can help you in many ways to make your home safe and secure throughout the cold weather. Now is the time to plan ahead and take advantage of our services to ensure your heating system is operating safely and efficiently.

It's been a pleasure serving all of you throughout 2015, especially with our new services that have recently been added. Many of our customers have taken advantage of our plumbing, electrical, home performance testing and our newest addition – home remodeling services. We are always striving to find new ways to bring you 'Comfort You Can Trust' – quality service that gives you peace of mind.

We look forward celebrating the upcoming holiday season. We hope all of you have a safe, warm and delightful time with your family and friends.

May you enjoy all the blessings this time of year can bring.

**Rocco Pace, President**  
**Joe Oliver, Founder**

## Is Your Home Ready For Winter?

The Farmers' Almanac is predicting a "very strong" winter on the East Coast and in the Midwest. They're looking at unseasonably cold weather and a long stretch of storms from January through March.



Whether these predictions come true this year, or another winter in the future, it's a good idea to make sure your home is ready to withstand the cold and storms. The Oliver home performance specialists can help you get ready by inspecting the insulation in your attic, and making recommendations about where you can tighten up your home to keep that cold where it belongs – on the ski slopes!

**Call 800-522-4884 to schedule your home performance evaluation before winter sneaks up on us.**

### EXPERTS IN:

- HEATING
- COOLING
- PLUMBING
- ELECTRICAL



800-522-4884 | [OliverHeatCool.com](http://OliverHeatCool.com)

## Carbon Monoxide: The Silent Killer

One of the most important reasons to have your heating system maintained regularly is to protect against the threat of carbon monoxide. A key part of a heating maintenance visit is to inspect your heat exchanger for cracks or holes. If these problems are not detected and corrected while still minor, they can become a major safety issue.



### Common symptoms of carbon monoxide poisoning are:

- Headache
- Dizziness
- Nausea
- Flu-like symptoms, fatigue
- Shortness of breath on exertion
- Impaired judgment
- Chest pain
- Confusion
- Depression
- Hallucinations
- Agitation
- Vomiting
- Abdominal pain
- Drowsiness
- Visual changes
- Fainting
- Seizure
- Memory problems
- Walking problems

Keep in mind that because of their smaller bodies, young children and household pets are often the first affected by CO and may start demonstrating symptoms before adults experience any ill effects. If you begin to notice these symptoms in anyone in your home, you should immediately evacuate the home and seek medical attention. Fresh air is your source of first aid for CO poisoning, so get everyone including pets outside as soon as possible if you suspect a carbon monoxide issue in your home.

Understanding, recognizing, and knowing how to react to carbon monoxide poisoning is important for everyone to know — after all, you spend a lot of time indoors during the winter, in many different buildings. For your own home, you can also focus on prevention — make sure to have your heater maintained regularly, and ask your Oliver technician to install a low level carbon monoxide detector to keep your family safe between visits!

## Quiz: How Accessible Is Your Home?

Home modifications that allow seniors, or anyone with limited mobility, to remain independent longer are a great investment, but can create challenges if you don't know where to start.

### Here are some recommended features to help yourself or your loved ones age in place:

- Levered faucets and door handles in place of traditional twist knobs
- Grab bars installed in showers
- A curb-less shower stall that can be entered without stepping over a threshold
- Mount cabinets at least 9–12" from the floor to allow more space for wheelchairs
- Replace 14" high toilets with extra tall models 16–18" high
- A temperature and pressure relief valve or thermostatic mixing valve on the hot water heater to prevent accidental scalding



**The Oliver Home Remodeling team is happy to provide free estimates for your kitchen, bath, or other home updates – call 800-522-4884 to schedule your appointment with Danny today.**

## Are We Connected? Follow Oliver on



Did you know that Oliver is active on multiple social media channels? We're sharing our latest news, rounding up great tips and tricks for your home, and answering your questions on Facebook, Twitter, and Pinterest! You can find design inspiration, troubleshooting tips, and more. Check out some of our recent posts, and come join us so you don't miss out on what's coming next.



# How Can A Plumbing Inspection Keep You Safe?

**Protect your property.** Small leaks can turn into expensive repairs if they are not noticed or fixed in time. Many Oliver customers have confessed to our plumbers that they never check their piping, especially in crawlspaces and under vanities. Persistent water leaks in dark, damp places can also create mold – a hazard to your home AND your health! A yearly plumbing inspection can help avoid these situations, saving you time and money!

**Protect your family.** Hot water that exceeds 120 degrees can cause burns to children and elderly folks, who may not be as sensitive to temperature extremes and slower to react to turn down or shut off excessively hot water. A hot water heater maintenance plan can help ensure your water heater is operating properly and at the proper temp.

**Protect your health.** Many municipalities add chlorine to the water supply to prevent bacteria from growing in the water piping in the street. Once the water reaches your home, the chlorine is of no additional value. It alters the taste of your water, and forms a gas when heated for bathing that



you ultimately inhale – yuck! While the levels of chlorine are deemed safe by Government standards, it is better to eliminate the chlorine in your water supply at home. Oliver can test and offer solutions to remove this and other unwanted elements in your water.

## Four Signs of a Serious Electrical Problem

### 1. Frequently tripping breakers

**WHY this is a problem** – Breaker could become inoperative, not trip when needed and create a dangerous fire hazard.

### 2. Crackling noise and or strange odor omitted from receptacles, switches and or main electrical boxes.

**WHY this is a problem** – Connections to breakers, switches and or receptacles could become inoperative and or create a dangerous fire hazard.

### 3. GFCI receptacles not tripping properly or resetting once resetting is attempted.

**WHAT to do first** – Test the receptacles in the kitchen, bathrooms, garage area, unfinished spaces in the garage and the exterior areas on the house on a monthly basis.

**WHY this is a problem** – These devices are designed to save you from electrical shock or potentially fatal injury. The device could become inoperative causing aggravation during a critical time in your home during a gathering. When these devices do not trip when needed it could create a very dangerous shock hazard.



### 4. Your automatic standby whole home generator is not completing the weekly test cycle

**WHAT to do first** – Visually review the exterior and interior area of the generator enclosure. Look for the red, amber or green LED indicators on the external area to recognize when there is a need for maintenance or repair.

**WHY this is a problem** – Your generator may not start during a power outage situation, or could become inoperative or void the warranty when regular service intervals are missed.

## Ask the Expert



Jennifer Pry, Water Heater Replacement Expert

### How Long Should Your Water Heater Last?

Although there are variables like the quality of parts in your water heater and whether you have followed the recommended maintenance schedule (draining and flushing the tank every year), you can expect a hot water heater to last between 8–12 years.

Water heater problems are usually easy to spot – a hot water faucet fails to deliver hot water, you find drips or puddles near the unit, or you hear strange gurgling or popping sounds from the tank. These may be warning signs that it's time to consider replacing your water heater.

The Oliver team understands that emergencies happen on their own schedule, and they prefer the times that are most inconvenient for you (like weekends or holidays!). We're prepared to provide 24/7 emergency service when this happens, but wouldn't it be nice to know ahead of time that there may be an issue? By keeping an eye out for these signs, you can take control and replace failing equipment before it becomes an emergency.

#### Look Out For:

- **Age:** Gas hot water heaters between 8 and 12 years old, or electric models between 10 and 15 years.
- **Tinted Water:** This can be a sign of rust in the tank.
- **Gurgling or Popping:** Can indicate a buildup of hard water sediment heating up and exploding inside your water tank.
- **Moisture:** Dampness around the base of the water heater may be symptom of a slow or intermittent leak.
- **Puddles:** Indicates a leak – turn off the cold water valve and call your Oliver professional today for a quote to replace your water heater.



## How Do You Know When It Is Time To Act?

Did you know these common indicators that your heating system is underperforming? If your unit:

- Is more than 15 years old
- Requires frequent repairs
- Makes unusual noises
- Generates high heating bills
- Isn't keeping areas of your home as comfortable as they once were

It may be time to consider a replacement. Oliver is happy to provide a free evaluation of your system, where we will check things out and provide you with your options if replacement is in your best interests.

At Oliver, we custom build a system to meet your family's needs without overburdening your budget. We combine rebates, discounts, and 0% financing to get you the best deal possible.

**Call today to schedule your no cost, no obligation system survey!**

Get a New Heating and Air Conditioning System and save up to

**\$1850**

*Limited time offer. Call for details.  
May not be combined with any other offer.*

Special Financing Offer

**0% Interest  
for up to  
60 months\***

*\*Subject to credit approval. Limited time offer. Call for details.  
May not be combined with any other offer.*

# Prepare for Winter With The Total Pipe Protection Plan

We hope you had an amazing summer, with lots of time to relax and spend time with family and friends! If you own a second property, don't let closing up for the winter get you down – take advantage of a one-time Winterization Service, or a complete Total Pipe Protection Plan that will also get your home ready again for the next season. Our team at Polar Bear Mechanical Services, owned and operated by Oliver, can perform this service for homes on the Jersey Shore, and Oliver teams are available to close and/or open homes in PA if you are heading south for the winter. **Call today to schedule your appointment!**



## \$387

### Total Pipe Protection Plan Includes:

All Winterization Service coverage, plus a return visit in the spring to:

- Turn on all water & check plumbing system
- Check operation of fixtures
- Extra protection – if any damage to your plumbing system occurs due to freezing, Polar Bear will fix it at no charge to you

*Your peace of mind is 100% guaranteed or we pay all damages and make all plumbing repairs at no cost to you.*

Limited time offer. Call for details. May not be combined with any other offer. Water side coverage on all appliances only.

## \$199

### Winterization Protection Plan Includes:

Turn water off, drain entire system with compressed air, protect all drainage traps with antifreeze

- Toilet (2)
- Bathing or Shower (2)
- Bathroom Sink (2)
- Outside Shower (1)
- Outside Hose Bibs (4)
- Water Heater (1)
- Drain Clothes Washer (1)
- Drain Dishwasher (1)
- Kitchen Sink (1)
- Includes quantity for each fixture listed above
- Additional fixtures \$25/ea.

*Peace of mind protection on all plumbing pipe repairs only.*

Limited time offer. Call for details. May not be combined with any other offer.

## Thank You For Making Oliver Best of Delco 2015!



**Best of Delco**  
Heating/Air Conditioning  
Kitchen & Bath Contractors  
Decks & Handyman

**One of the Best of Delco**  
Plumbing Services  
Home Improvement Contractor

**Thank You For Your Support**  
We appreciate your vote for 2015!

## A New Era of Safety for Oliver



At Oliver, we take safety very seriously because we understand that in the wrong or improperly trained hands, the equipment and substances we work with can be dangerous. We have an award winning safety committee that has worked hard for many years to keep our associates, our customers, and our customers' property safe. We're very excited to announce that we have taken our commitment to safety to a new level, and that we have hired a full time Safety & Quality Control Manager. Shane Gross has joined us in this role, and while we hope that none of you will need to talk to him about an incident, we want you to know that he's working hard on your behalf behind the scenes!

**Welcome to Oliver, Shane!**



101 Waverly Avenue | Morton, PA 19070

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FREE Home Performance Test

**\$250** VALUE

With the Purchase of a New or Upgraded Heat & A/C Maintenance Agreement

*New/Upgrading Customers Only. May not be combined with any other offers. Expires 12/31/15.*

Installation of a Whole Home Automatic Standby Generator

**\$500** OFF

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

Installation of a New Water Heater

**\$100** OFF

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

**\$500**  
**Visa Gift Card**

With Any Home Remodeling Project Over \$7500 (0% Financing Available\*)

*Limited time offer. Call for details. May not be combined with any other offer or applied to previous purchases. \*Up to 18 months*