



ComfortMatters

Your peace of mind is our first priority.

SPRING 2016



Hello, and Thank You for your business!

This year, we celebrated our 45 years of success as an award winning HVAC service provider. I'd like to thank all our customers who have trusted us to be their service provider.

45 years ago, our company started in Joe Oliver's living room with the support of his wife and help from his sons. Joe had a vision for Oliver Heating & Cooling and he started out like most entrepreneurs with very little resources and a lot of passion for their enterprise. Often, times were difficult for Joe in the early years: Oliver was unknown, finances were tight and Joe was on a learning curve in developing the business. But he persisted with a vision for the business, overcoming obstacles, and praying and believing for God's help along the way.

Since then, Oliver has grown to more than 200 employees, and we now serve customers in Pennsylvania, Delaware and New Jersey. We have added a variety of new services such as plumbing, electrical, insulation, home performance testing, remodeling, commercial air balancing and building automation.

We have grown and expanded over the years. We have loyal customers who provide us with tremendous feedback, and we listen! We always seek to improve what we have to offer and strive to consistently provide great service to our customers. We always want to hear from you. Your feedback is important to us. Feel free to call or visit our website and send us a message, or stop in one of our offices in Pennsylvania or New Jersey and let us know your concerns. We take you seriously. You are the reason we exist! Each day we open our doors with the one goal of providing you with 'Comfort you can trust'!

We are exploring the latest and greatest in Home Comfort technology, and always seeking ways to bring new products and services to you at an affordable rate. Controls, solar products, energy efficient equipment, going paperless, the ability to schedule your maintenance and service calls online and automated service reminders are several innovations that we are currently working on. Our entire staff will be ready and willing to offer you all your options so that you, the consumer, can make an educated choice as to what fits best for you.

We'd like to extend our appreciation for giving Oliver the opportunity to serve you, and look forward to our future together with great enthusiasm and expectation.

Rocco Pace, President
Joe Oliver, Founder

Congratulations to Mike Monaghan!

Congratulations to Mike Monaghan, the winner of the 2016 Golden Rule Award! The crystal dove is presented each year to an associate who exemplifies the Oliver commitment to outstanding service and the Golden Rule of treating others how we want to be treated..

Mike has been with Oliver for 19 years and is always willing to go the extra mile to help out a coworker or a customer. Mike is also our resident gardener. Our associates love the cheerful flowers and seasonal displays he puts together in our front yard.

Congratulations, Mike!



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Lunch and Learn @ Maggiano's

On March 15, our Commercial Department sponsored a Lunch and Learn client educational event. This year's presentation was "Controlling the Uncontrollable HVAC Budget." The goal was to inform our guests of Oliver's new and exclusive program designed to provide a property owner with a level HVAC budget over a pre-determined period. The creative multi-year full maintenance, service and replacement plan addresses aging equipment, reduces service calls, utility costs, and tenant complaints while increasing the value of a property. This is all accomplished with a fixed/level monthly payment over the term of the agreement.

A presentation provided an overview to the all inclusive multi-year plan citing a few examples of proposed and active plans. These agreements include various types of equipment within different types of properties. In addition, a few testimonials from owners currently benefitting from the plan were instrumental in showing the value of this program. All in attendance received a bag of Oliver goodies to take home.



Scheduling At Your Convenience

We would like to thank all of our customers who participate in our survey and review program. Your responses and comments help us understand your priorities and find ways to serve you better. One of our initiatives this year is to introduce new, more convenient ways for customers to schedule their appointments, particularly for routine maintenance visits. Although you will always be welcome to call our office, our customer service team can now assist you in two new ways through our website.



We have introduced a self service Schedule Online calendar where you can select the date and time frame of your maintenance appointment and receive email and/or text message reminders. Try it out and reserve an appointment at:

OliverHeatCool.com.

Our customer service representatives are also available to assist with appointments or questions through a chat feature on our website. You'll be talking to Oliver representatives, exactly as you would on the phone, but with more flexibility for customers who may not be available to speak on the phone or are in noisy environments. **Just go to OliverHeatCool.com and type your request into the box!**



Beyond scheduling appointments, one of the trickiest aspects of running a service business is responding to service calls at a time that is convenient to our customers. We try our best to keep to the schedule that we set, but from time to time we have to make tough decisions. We wanted to share a little insider info with you, so here is a peek at how we determine our dispatching priorities.

- 1. Is it an emergency?** Emergency calls obviously take priority over non-emergencies and elective service.
- 2. Do you have a maintenance agreement with us?** Our service and maintenance agreement customers receive top priority when it comes to scheduling, as well as discount pricing.
- 3. Do you request a specific technician?** Some of our technicians have serviced the same homes over and over and customers may request them by name. We love to hear that someone on our team goes above and beyond, and will do our best to accommodate the request. Your favorite technician may already have calls on his schedule, but if you can be a little flexible with your time frame we'll make sure you get visited by the person who has gained your confidence.
- 4. Sometimes the best laid plans get waylaid.** We pride ourselves on our ability to service most customers within our promised time frames. Yet delays sometimes are unavoidable due to traffic, bad weather or other unforeseen circumstances. One thing you can be sure of is that if we do get delayed, we won't leave you hanging. We'll call you with an updated time of arrival or, if you prefer, to reschedule as early as possible.

Follow Oliver



Plumbing Codes & Licenses Protect Your Health

Homeowners, we need to have a serious conversation. Our plumbers are always ready to serve your home, but there are some jobs we wish we didn't have to step in and correct. Illegal hookups to sanitary sewer systems, cross-connections between potable and drainage piping, fixtures without traps, sewer vents leading into homes, water heaters without temperature and pressure relief valves – we've seen all of this and more in homes.

Much of this problematic work is performed by unlicensed plumbers. A lot of handymen are out there doing plumbing with little or no knowledge of safe, sanitary practices. And unfortunately, they produce plenty of work, because they typically work dirt cheap. Sometimes they cut corners to save money or because they're in a hurry to finish and get on to the next job. Another issue that we often find with unlicensed plumbing jobs is a lack of proper permits and inspections.

Rest assured that when you hire an Oliver plumber, everything will be done in accordance with code, and permits will be pulled when required. Our department is led by Scott Wilson, a licensed Master Plumber, and hires properly licensed Journeyman Plumbers. Our Apprentice Plumbers work under the supervision of the Journeymen and Master Plumbers, and are enrolled in an accredited licensing program.

At Oliver, we believe in performing quality work. We value training and encourage all of our plumbers to attend classes and remain current with licensing and new technical developments. We offer 24-hour emergency service for when things go wrong with your plumbing system, and remain committed to keeping you safe and comfortable in your home.



Ask the Expert: Painting Straight Edges

Q: "Last time I painted my living room, I had a hard time painting the edges and got some paint on the ceiling that bugs me every time I look at it! Should I buy one of those edger gadgets when I repaint this spring?"

A: You don't need to buy a single use tool to get a clean, professional edge when you repaint. Here's a tip from the pros in the **Oliver Home Remodeling Department** that can help you when you repaint your room, and all you need is a pencil!



Step 1 – Take a pencil and strike it into the edge between the wall and the ceiling.

Step 2 – Drag the pencil along the edge to create a firm line. This creates a visual separation between the wall and the ceiling that is easier for your eye to follow.

Step 3 – Paint up to the line with your wall color. You'll be amazed at how easily your hand follows the dark line and makes a nice, straight edge!

Like any painting technique, try this out in a small area first and then expand to the rest of the room.

For more home ideas, tips, and tricks, make sure you follow Oliver on Facebook, Twitter, and Pinterest!



Everyone Deserves Clean Water

Do you buy bottled water because your tap water tastes bad? Are you concerned about contaminants that may travel to your home from the treatment plant through miles of old, dirty piping?

Oliver offers whole home water filtration that protects not only your drinking water, but the water you use to cook, wash dishes and clothes, and bathe in as well.

To schedule your appointment, call 484-470-1983 or visit OliverHeatCool.com.

Common Household Electrical Hazards

Electricity is a modern marvel. To us, one of the most wondrous things about it is how safe it is to use, thanks to electrical codes and well-trained electricians like ours. Still, our electricians commonly visit homes with visible electrical hazards. Here are some of the most common ones we detect:

Not enough electrical outlets. Mostly we see this in older homes. People who live in these homes tend to compensate with extension cords and power strips. This is okay to some extent as long as you use heavy-duty extension cords and don't overload circuits. A better solution is to have us add more outlets.

Ungrounded 2-prong receptacles. Two-prong receptacles mean there is no way to safely channel away any stray current that escapes from the plug. It's generally a bad idea to use a 3-prong adapter into a 2-prong receptacle. Have us convert your two-prong outlets into three-prong safely grounded outlets.

No Ground Fault Circuit Interrupters. GFCIs are receptacles that shut down electrical current in the presence of moisture or an overloaded circuit, protecting against potentially deadly shocks. You have to push a little button next to the receptacle in order to get current flowing again. They should be used wherever water is present, especially in bathrooms and by kitchen sinks. GFCIs are now required by the National Electric Code in new homes for all kitchens, bathrooms, and various other locations. Older houses can be retrofitted with them.

Damaged or unprotected outlets. If a plug wobbles or comes loose from an electrical receptacle, it's time to replace the receptacle without delay.

Loose contacts can lead to sparks that may set your home ablaze. Also, if you have any children in your home, please insert plastic safety plugs into all unused receptacles. Better yet, have us install child-safe electrical outlets. These have a built-in shutter system that allows an electrical plug to be inserted but otherwise blocks access to live electricity.



Open or damaged junction boxes. A junction box houses the splices where wires are connected, and we occasionally find them with the cover damaged or missing.

Over-lighting. Check the wattage rating on all lamp fixtures and never use light bulbs with a higher wattage than the lamp fixture is designed to handle. High heat from the bulb can scorch or melt the lamp's socket and wiring. This is one of the main causes of household electrical fires. Over-lighting may not cause a fire right away, but it can damage the socket and wiring in a way that leads to future problems.

Frayed outdoor wiring. Do your lights flicker when it's windy outside? It could be caused by frayed wiring outside where cables from the power line enter your home, causing a short whenever the cables move. Call us if this happens. Besides the annoyance, frayed wires can start a fire.

We are lucky to live in an era when almost all American homes are on the grid. Just be safe about it.

Common Comfort Problems

When your heater or air conditioner goes on the fritz and doesn't heat or cool your home adequately, it's easy to panic. In 45 years of serving our community, we've seen pretty much anything that can go wrong with a heater or air conditioner happen at least once. Our experience is your gain, as our knowledgeable technicians will diagnose precisely what's wrong with your equipment. The first step in any diagnosis is to look for simple things first. Here are some of the most common problems we find when troubleshooting.

1. Dirty or clogged filters. The single most important thing you can do to ensure adequate comfort is to change filters regularly. Dirty filters restrict air flow. This means your furnace or air handler has to work harder to circulate air throughout your home. This puts unnecessary strain on your equipment and may result in a breakdown, along with excessive utility bills and diminished equipment life.

Change filters at least every three months - even monthly is not excessive, especially if you have a pet that sheds. Filters are cheap. You can buy a year's supply for less than the cost of a single service call.

2. Ignition problems. Today's heating systems typically have one of two types of ignition systems: hot surface ignition or intermittent pilot. Hot surface ignition uses a heating element, kind of like a filament in a light bulb, which is controlled electronically to ignite the gas burner. This element wears out over time. The intermittent pilot also is controlled electronically but uses a high voltage electric spark to ignite the gas pilot and then the main burners. A pilot may burn out due to drafts or clogs in the heating equipment, as well as problems with the thermocouple.

3. Other mechanical issues. Modern comfort systems are complicated machines with a variety of electro-mechanical moving parts, including belts, bearings, fans and motors. Over time, all of these components are subject to normal wear and tear.



4. Thermostat malfunction. Your thermostat regulates when heat or cooled air is to be produced and how much. So-called "smart" thermostats are really small computers that can be programmed to set different temperatures at different times, depending on whether residents are at home and their comfort preferences. Whether you have an automated or manual thermostat, problems can develop that lead to a disruption in your comfort.

Many thermostats are powered by batteries, and one of the first things our troubleshooting technician will check is whether those batteries need replacing! Modern thermostats give a readout warning when batteries get low, but it's surprising how many homeowners don't notice or don't heed the flashing reminders to change thermostat batteries.

The best way to assure that your system functions during the most extreme weather is to have your unit serviced regularly - at least once a year. Give us a call to ask about our economical service plans that include full system inspections and maintenance.

Regular maintenance is easy to overlook in the hustle and bustle of daily life. One of the great things about a service plan is that we will call to remind you when it's time for your annual or twice-annual check-ups.

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