

Heat for the Holidays

We are looking forward to another season of Heat for the Holidays – our 19th year of donating complete heating systems at no cost to families in need in our community! We are now accepting letters of nomination, which can be mailed to our office or submitted online. In order to be considered, please submit a letter nominating a family (you can nominate yourself), and describe why the nominee deserves the free heater. Include medical circumstances, financial hardships, any community involvement from the family, and any other circumstances that might aid in the evaluation process. All nominees must live within our service territories: Delaware County, Chester County, and Montgomery County in Pennsylvania, and New Castle County in Delaware, and Atlantic, Cape May, Gloucester, and Salem counties in New Jersey. Candidates must own his/her own home, and we must have a name, address and phone number for both the nominee and the person submitting the nomination. All nominations must be received in the Oliver office by November 11th, 2017.



Department Spotlight: Mechanical Services

The Oliver Mechanical Installation Department is experiencing record breaking success in 2017.

A sample of projects completed within the first 8 months of 2017 includes:

- Various engineered office fit outs and Rooftop Air Conditioner installations for a large commercial developer and property manager in Marlton/Mt. Laurel, NJ.
- Large 80-ton split system installation with new DDC controls for a Catholic Church in Drexel Hill, PA.
- Numerous HVAC installations with certified air balancing for a large Commercial Property Developer in Downingtown/Exton, PA.
- Installation of new gas fired rooftop units and unit heaters for a non-profit organization in West Chester, PA. The project included gas piping, ductwork, primary and secondary power wiring.
- Installation of a new chiller system for a large Retreat complex in Malvern, PA
- Installation of two (2) chiller systems for an Industrial client in Pottstown, PA
- Several unit replacements on Morey's Pier in Wildwood, NJ

If you own an office or commercial property and would like assistance with your mechanical systems, give Oliver Mechanical a call at 800-613-2665.



Chris Boehm – Commercial Sales Manager



101 Waverly Avenue | Morton, PA 19070
28 Indian Trail Rd | Cape May Court House, NJ 08210

WHAT'S INSIDE?

Presidents letter pg. 1
 PRO TIP pg. 2
 Maintenance Agreements
 System Replacement pg. 3
 Plumbing Inspection
 The Silent Killer pg. 4
 Department Spotlight pg. 5

Not currently using our Plumbing or Electrical Services? Take...

\$35 OFF

your first Plumbing or Electrical service call repair

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

Ask us how you can earn up to

\$2,850

in rebates and discounts with the installation of a new heating and air conditioning system.

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

\$250 OFF

Any Project Over \$5,000

Limited time offer. Call for details. May not be combined with any other offer or applied to past purchases.

\$200 OFF

A Whole House Purification System

Limited time offer. Call for details. May not be combined with any other offer or applied to past purchases.



ComfortMatters
Your peace of mind is our first priority.

FALL 2017

Hello, and Thank You for your business!



Are you PREPARED? Over the past month, we have seen how the hurricanes down south have hit homes and businesses. Even though FEMA is ready to respond after the disaster, it is critical for individuals to be prepared themselves. In our service industry, we know what it's like to respond to emergencies.

READINESS is vital to getting to your home or business rapidly in the event of equipment failure or breakdown. Our Customer Solution Center is available to listen to your needs and identify options designed specifically for you. Oliver trucks are fully stocked and our technicians are ready to serve you! We take it as a compliment each time you call us. We are determined to give you the best care possible and treat you like we treat members of our own families! We aim at maintaining long term relationships with our customers by always being there when you need us, providing quality equipment, standing by our work and willingly working through any difficulties that arise along the way.

The days are getting shorter and nights longer and it is time to turn in your sandals for thick socks and boots. I personally encourage you to THINK AHEAD and take advantage of our tune-ups, safety inspections, service agreements and take a closer look at all your mechanical systems. During any time of crisis, it is comforting to know that your HVAC, plumbing and electrical systems and your emergency stand-by generator are in great working order!

Halloween, Thanksgiving and Christmas are upcoming holidays that spark a sense of festivity all around us. Oliver wants you to be free of worry about your home and business so you can spend your time with your family and friends.

WATCH for and take advantage of the bargains and discounts offered on our website at the beginning of each new season. Most importantly, ENJOY the cozy autumn days, crisp fall nights and holiday season!

Wishing God's blessings on each of you.

Rocco Pace, President
Joe Oliver, Founder

Is Your Home Ready for Winter?

The Farmers' Almanac is predicting a "very wet" winter on the East Coast. They're looking at unseasonably cold weather. 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 the cold where it belongs – outside!



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5 Benefits of having a Maintenance Agreement

Most people go into a panic when things go wrong with equipment at home. One way to reduce the panic and keep your house in order is to have a maintenance agreement with Oliver. For a fixed monthly or annual fee, a professional will keep your equipment in top working order.

Here are some reasons why you should have a maintenance agreement in place for your home:

1. Lower cost over time.

When you maintain your equipment, the repair cost tends to be lower, and failure happens less frequently. Your equipment operates more efficiently when well maintained, saving money on operating costs. This may also prevent the depletion of emergency funds for sudden breakdowns and repairs.

2. Peace of mind.

Besides saving you money, regular maintenance will reduce the chance of you getting stuck in the cold with no heat or taking cold showers if your water heater fails. A maintenance agreement can also lengthen the lifespan of the components in your equipment.

3. Keeping Your Warranty.

Some manufacturers won't replace a part if the unit has not been maintained by a professional. Rather than having to remember to book and keep up with maintenance yourself, having an agreement in place ensures that you keep the added protection of a warranty should you experience a part failure.

4. Relationship.

You can count on your regular service company who will want to keep your business rather than servicing by a stranger. If there are any ongoing issues, a maintenance agreement will provide you with better follow up on work done. The Oliver technicians who take care of your home will also become familiar with how everything works and will be better able to make suggestions and pick up on issues early on.

5. Safety.

For simple routine maintenance, you may be able to take care of it yourself. You might even be tempted to do more complex maintenance on your own. However, a professional will know the safest way to carry out the work. Protect yourself and your family by having an Oliver professional do regular, planned maintenance on your equipment.

Get your home's maintenance in order. To find out more about maintenance agreements, and whether it's the right fit for you, give Oliver a call to discuss.



Bill McVean – Residential Service Department Manager

Is it time to consider an HVAC system replacement?

If you think your HVAC system needs to be replaced, knowing what questions to ask is crucial. Below are a few questions to consider:

What is the life expectancy of my heating and cooling system?

ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers), the industry organization that sets the standards and guidelines for most HVAC-R equipment, states the following:

TYPE OF SYSTEM	AVERAGE LIFE
Furnace	18 Years
Air Conditioner and Heat Pump	15 Years
Steel Boiler	25 Years
Cast Iron Boiler	30 Years

For additional info about ASHRAE visit their website at www.ashrae.org.

How do I determine the age of my system?

Locate the Manufacturer's Rating plate on your unit. It will show you the Model and Serial number and possibly the date of manufacture. If not, you can look up your unit's serial number under your specific unit's manufacturer on the internet. Simply type in **serial number nomenclature <unit manufacturer>**, i.e. lennox, Trane, Carrier, etc. into a search bar and you will find a site that converts the serial number to a manufacture date. There they will tell you how to interpret the series of numbers and letters imbedded in your serial number.

What is the estimated cost and do you offer financing?

Each home is unique and the system investment is based on your home and family's needs. If you require additional ductwork to ensure that you have proper airflow to all rooms or if you are adding zoning or indoor air quality components, your investment will be greater. Since newer systems last 18 to 20 years with proper maintenance, you want to take the time to evaluate all of your options to ensure you are making the wisest decision. Systems can

run as low as \$54/month and we offer very competitive financing. After a thorough evaluation of your home and family's needs, our comfort specialists will be able to provide you with the cost of your investment while at your home.

I get my 18-year-old system maintained every year and your technician tells me it's running just fine. Why should I consider replacing it?

We hear this often and know that regular maintenance extends the life of any system. Over time, however, the efficiency of your system is depreciating and you are more likely to experience a break-down during extreme temperatures. This break down can lead to a costly repair or possibly an emergency replacement. With our competitive financing offers, the savings in energy consumption and reduction in maintenance costs may make up the low monthly payment of a new system. Additionally, you won't need to worry about a system replacement on a cold January morning. Call our office today to schedule an appointment with one of our comfort advisors.



Before



After

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 unsafe situations!

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

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.



Scott Wilson – Plumbing Department Manager

7 Home Electrical Safety Tips

Electricity is a wonderful invention, but many of us forget that there are hazards that come with using it. Take some advice from our electrical wiring experts and follow these electrical safety tips:



Don't Overload Outlets

Don't plug in more than one high-wattage device into an outlet at a time. Overloading your outlets can cause melted connections, burned insulation, or spark a fire.

Use Power Strips

Power strips and whole home surge protection help protect your electronics and appliances from power surges that can destroy them. Turn power strips off to save energy when electronics are not in use.

Be Safe

Electrical fires can spread quickly and be extremely dangerous. In case of fire, do not use water to try to put it out. If a fire extinguisher does not immediately put the fire out, evacuate all people and animals from the home and call 911 for help. Do not attempt to fight the fire yourself.

Replace Cords

If your cords are frayed or damaged, don't try splicing them or fixing them with tape. Instead, replace them with new ones to avoid an electrical malfunction.



Rodney Ciafre – Electrical Department Manager

Keep a Distance

Things like incandescent light bulbs and space heaters create heat and can cause a fire. Make sure you keep them away from fabric or other flammable items.

Pay Attention to Your Breaker

A breaker that trips periodically, or immediately after you reset it, can be a sign of a bigger electrical problem. Don't keep resetting your breaker – this could cause a fire. Instead, call Oliver's electricians for help.

Know Bathroom Safety

Bathroom and grooming appliances should be kept far away from water sources like sinks, bath tubs, and showers. They should also be unplugged when not in use and stored in a safe place. Ground Fault Circuit Interrupting receptacles (GFCI's) are ideal for these applications, and should also be installed in all damp locations for maximum protection from shock or even death.



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. We also test the system to make sure it is not creating high levels of CO. If these problems are not detected and corrected while still minor, they can become a major safety issue.



Shawn Daughenbaugh – Safety Manager

PRO TIP

One use for WD40:

If you have a hard time opening vinyl windows there is a quick fix that will help the windows open and close easier. Spray WD40 around the jamb of the window and that should allow the window to operate properly.



Danny Lovelace – Home Remodeling Department Manager



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