



COMFORT MATTERS

Your peace of mind is our first priority.

SPRING 2018

GROWTH THROUGH SERVICE

Dear Friends:

I am proud to announce that OLIVER has won a national award voted by our peers from across the country! On February 13th we had a group of managers attend the award presentation in Washington DC. OLIVER was awarded the "ACCA RESIDENTIAL CONTRACTOR OF THE YEAR". This award is given annually to only one company in the USA. We are proud of our associates who are a team of professionals committed to serve all your home comfort needs. We couldn't have done this without our loyal customers like you, trusting us to serve them year after year. We thank you for your business.

Spring is here and so is the change in weather. Oliver is gearing up for the cooling season. However, the weather has been unpredictable with 78 degree temperature on February 21st followed by four Noreasters that hit us with dangerous high winds and a surprising amount of snowfall. We are prepared for all types of home comfort needs. Our electrical department has been busy installing generators in homes that were recently without electricity as a result of the storm. These generators will give the homeowner peace of mind to know they have backup electricity in the event of future outages.

All our departments are ready to serve you at this time of year. Please take advantage of our plumbing and electrical home inspections. You can be proactive in identifying areas of concern and take preventative action to keep your home safe and secure. Air quality in the home is important to help us breathe clean, cool and fresh air. Oliver has several new, state of the art, devices that can promote healthy air flow in the home and office.

Remember, our homes are where we spend a lot of our time and Oliver has all that you need to keep your home a comfortable place to live. Our remodeling department has plenty of ideas on how to upgrade your home and customize it just the way you want it.

Thank you to all our customers for allowing us the opportunity to serve you. We look forward to another year of being there for you....we are only a click or phone call away!

Sincerely,

Rocco Pace
President



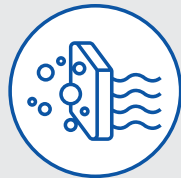
ARE YOU READY FOR SPRING?

Health, housekeeping, and organizational tips from Oliver.

- Wash the underbody of your car to remove winter salt and slush.
- Clean outdoor lighting fixtures and replace bulbs with energy efficient ones.
- Clear gutters of leaves and debris, paying special attention to the elbows which are prone to clogs.
- Change up your exercise routine to help prevent injury and burnout.
- Make a plan to manage spring allergies and discuss changes in medication with your doctor.
- Schedule your pre-season cooling tune-up.

SAVE \$200

ON A NEW
AIR SCRUBBER



Call for details. May not be combined with any other offer.
Expires 5/30/2018.



GOLDEN RULE AWARD 2018: GAIL ZANE

Since 2001 Oliver has been presenting an employee with the Golden Rule Award! It is presented to the associate that best exemplifies the Golden Rule. We are pleased to announce that this prestigious award was recently presented to Gail Zane. Gail was selected from a field of 10 nominees. Gail has a very positive attitude is extremely reliable and has great enthusiasm. Gail has been with us for 19 years and works closely with our customers scheduling appointments for replacement systems. Gail is a great source of encouragement to her coworkers. Congratulations Gail!



PRO TIP

Remove a Stripped Screw with a Rubber Band

Simply place the rubber band over the screw head and push your drill or screwdriver into the rubber band while you remove the screw.

The rubber band fills the gaps in the screw's head and grips the drill bit or screwdriver blade. That's all there is to it.



“We are honored to be recognized by our fellow contractors across America as ACCA’s 2018 Residential Contractor of the Year. My family, the entire team at Oliver, and my peers in ACCA have all contributed to the success and growth of our business. We are committed to upholding the ideals and principles of quality contractors and promoting contractor excellence within the industry.”

DAVID OLIVER



Oliver is proud to continue our partnership as the Official Heating and Cooling Provider of the Philadelphia Union.

Look for the Oliver Brand throughout your game-day experience at Talen Energy Stadium and many other Philadelphia Union Community initiatives. The Philadelphia Union organization and fanbase are passionate and committed just like we are here at Oliver. Our two cultures are aligned to deliver the best experience possible.

“Philadelphia Union is proud and excited to continue our relationship with Oliver.”

JEAN-PAUL DARDENNE

Senior Vice President,
Corporate Partnerships
for Philadelphia Union.

Union supporters will benefit from special promotional offers from Oliver. “Oliver Heating and Cooling is very excited to continue our partnership with the Philadelphia Union,” said David Oliver, 2nd generation owner of Oliver Heating and Cooling. “We look forward to aligning ourselves with another iconic brand in the Philadelphia marketplace, especially in Delaware County. We look forward to working with this strong franchise in the years to come.”

Check out special offers for Philadelphia Union fans at www.OliverHeatCool.com/philadelphia-union

HOW TO CHECK YOUR OUTDOOR HOSE BIB FOR LEAKS

Warm weather is ahead and you will most likely be turning on your outside faucet (also known as the hose bib).

The several weeks of cold temperatures could have potentially damaged the actual hose bib or cracked your water supply line, which is the pipe inside that feeds the water to the actual hose bib. Make sure to follow these steps when checking your hose bib:

1. Place your thumb over the spigot.
2. Turn on the water.
3. If you can hold the water in with your hand or thumb, that means there is a crack somewhere in the piping and water is leaking out.
4. If you feel a lot of pressure and you can't hold back the water, you should be fine. A leaky bib or cracked supply line can result in damage to your home and can increase your water bill.

COMMERCIAL DIVISION TECHNICIAN ZONES

DID YOU KNOW...

Oliver Mechanical Commercial Department's service technicians are assigned within zones. The zones help us to better serve our clients because all technicians are within an hour of the client's site, which ensures prompt response time.

These zones include:

- Delaware County
- Bucks County
- Chester County
- Montgomery County
- Philadelphia County
- Berks County
- Northern Delaware
- Southern New Jersey

Each client location is assigned to a specific technician. This fosters a strong client/technician relationship, building trust and familiarity with each customer and the equipment at their site.

Each group of technicians in a zone is led by a Zone Lead. The Lead has a higher level of experience and technical knowledge and can quickly assist with more challenging jobs throughout the zone. Furthermore, we have a Technical Team which serves as an additional layer of support, above and beyond the Zone Leads. Some of the Technical Team members have over 4 decades of experience in the field. Proudly, our unique structuring and hierarchy of support sets us apart from any other commercial HVAC service provider and allows us to respond to all client concerns with a total team approach.

WHY A WHOLE HOUSE GENERATOR IS RIGHT FOR YOU

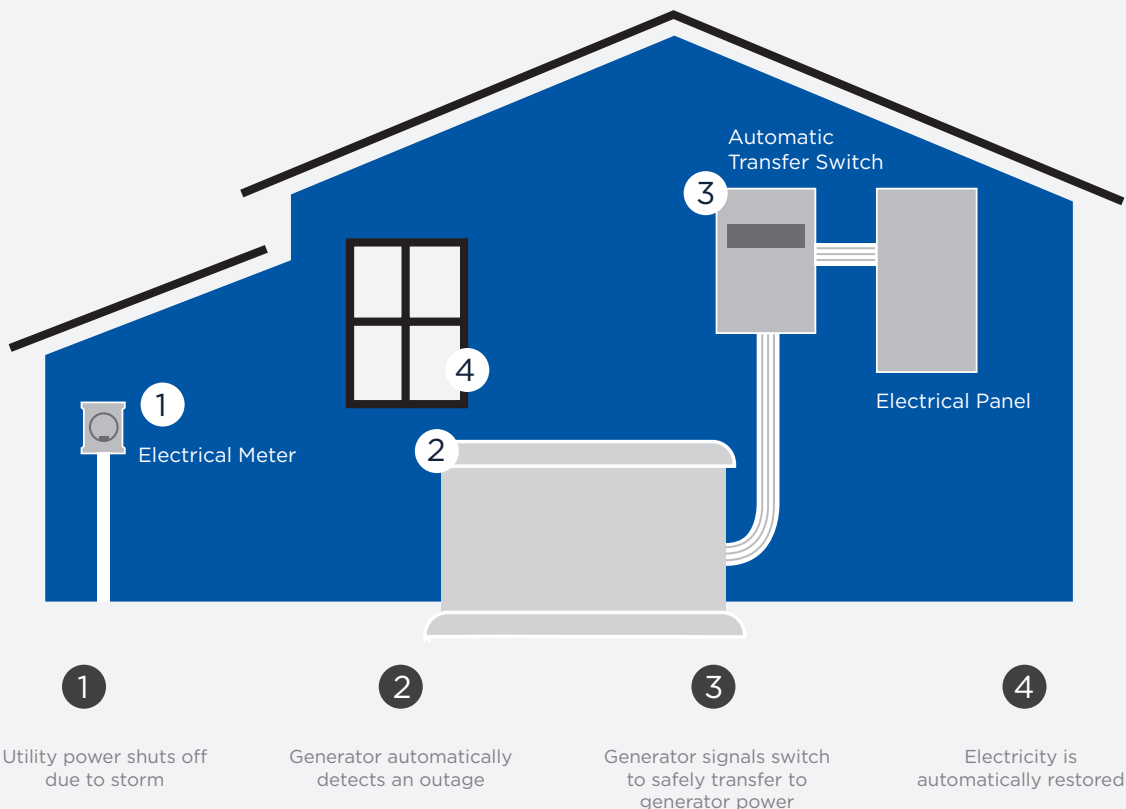
Do you experience frequent power outages? Do you work from home? Do you have a well pump? Do you have a sump pump?

If you answered yes to any of these questions, you may want to consider a uniquely tailored backup power generator. Having a whole house generator can help prevent the inconvenience and potential damages caused by power loss.

Power outages can cause dangerous surges to your HVAC equipment, appliances, electronics, flooring, sump pumps, and more.

BENEFITS OF OWNING A GENERATOR...

- Automatic start-up when the power goes out.
- Continued use of lights, eliminating potential injury.
- Continued use of appliances such as refrigerators, freezers, hot water heaters, etc.
- Peace of mind during bad weather.
- Protection from flooding due to frozen/burst pipes
- Increased home value and future selling point





101 Waverly Avenue
Morton, PA 19070



28 Indian Trail Road
Cape May Court House, NJ 08210

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ARE YOU INTERESTED IN RECEIVING A DIGITAL COPY OF THIS NEWSLETTER? EMAIL "SIGN ME UP" TO NEWS@OLIVERHEATCOOL.COM

SAVE UP TO \$100



ON A NEW WATER HEATER

Call for details. May not be combined with any other offer.
Expires 5/30/2018.

SAVE \$100



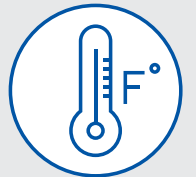
ON A WHOLE HOME DUCT CLEANING SERVICE

Call for details. May not be combined with any other offer.
Expires 5/30/2018.

NOW ONLY \$19.⁹⁵/MO



YEAR ROUND MAINTENANCE PLAN



Oliver will tune-up and maintain your heating and cooling systems to prepare you for extreme weather.

A maintenance plan will give you peace of mind, priority service, professional annual precision tune-ups, savings on repairs, and a one-year warranty.



\$19.95 per month when you purchase a 1-year Basic Care Maintenance Plan covering 1 heating and cooling system. Excludes oil heating systems. Expires 5/30/2018.