



# COMFORT MATTERS

*Your peace of mind is our first priority.*

SPRING 2019

## GROWTH THROUGH SERVICE

Happy Spring!

Many of you have referred friends and family to us, and for that **We Sincerely Thank You**. We are committed to meeting and exceeding your expectations. Because of your referrals, 2018 was one of our best years ever!

At Oliver, we're all about education. There are many choices available today in Heating and Cooling systems along with air quality products, which greatly improve the living conditions in your home. There is a fine line between educating our customers of their options and coming off like we are just trying to sell you something. You have my word, if you feel we are trying to push selling rather than presenting options, please let David Oliver or me know.

It's important to us here at Oliver to give back to the communities we serve. This past year was our **20th year celebrating Heat for the Holidays**. This worthy community initiative allows us to provide a new heating system for those less fortunate. This past year we purchased and installed **5 Heating Systems**, at no cost to our neighbors. With your help we can do even more next year. Watch your email inbox or go to our website to learn more about nominating a neighbor in need next year.

You are our #1 priority. Maintaining your trust is very important to us. Please send me a note if there's anything more we can do to improve on our performance.

Thank you,

Rocco Pace  
CEO



## GOLDEN RULE AWARD 2019: SEAN BERRIEN

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 presented to Sean Berrien.

Sean's positive attitude is greatly appreciated. Sean's role at Oliver has changed many times and his ability to manage with great enthusiasm and passion is one of many reasons why we are thankful for him to be on our team! He's also always on-time and leads by example. His leadership and advice to others also make him this year's Golden Rule Winner.



## PRO TIP

### Loose Cabinet or Knob

Any handle or knob that comes loose once is likely to come loose again. Put a permanent stop to this annoying problem with a tiny drop of thread adhesive like Thread Lok®.

## ELECTRICAL PANEL AWARENESS

Your home is at risk. There are several panels within your home that can overheat, fail or create a fire. Please be safe and pay attention to the proper maintenance of the panels below.

**Not sure what panel you have? Send us a picture like the top two panels below with the door open to [news@oliverhvac.com](mailto:news@oliverhvac.com) and we will follow up with you.**



Zinsco® and  
Zinsco-Sylvania®



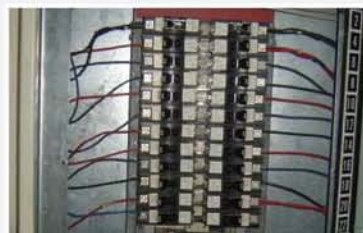
Federal Pacific  
Electric Company  
(FPE)



Split-bus



Fuse boxes



Challenger Panels



## HASSLE-FREE PAYMENT PLANS

Sign up for our hassle-free payment plans and enjoy the many benefits. For a limited time, sign up for a hassle-free payment plan and switch to paying monthly to receive a 5% discount on your Maintenance Agreement. Your cost is divided into 12 monthly payments that make it easier to manage your budget.

Your Maintenance Agreement will automatically renew when it comes time, so no need to remember to write a check or send in a payment. You will never get surprised that your coverage has expired and you can have peace of mind that you have somebody to call in an emergency.



## INFLATION PROTECTION PLAN WITH OUR VIP LOYALTY CLUB

The price you pay today for the plan will remain the same as long as your plan remains active. The price you agree to pay will only change if you change the equipment that is covered under this plan or if you choose to let it expire. Your VIP Loyalty Club membership includes:

- Inflation Protection Plan
- Safety Inspection
- Precision Tune-up
- 24/7 Emergency Service with Priority Scheduling
- No Overtime Rates
- Written Service Guarantees
- 10% Discount on all Diagnostic Fees and HVAC Repairs
- Plumbing and Electrical Plans (Includes Annual Inspections)
- 10% Off Plumbing and Electric Repairs
- Equipment Buy-back Program

**Call today for details!**

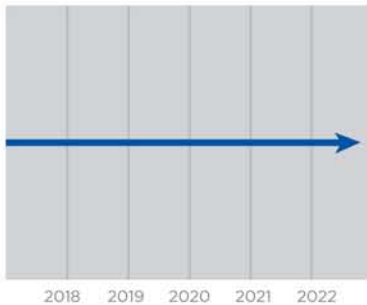
# OLIVER MECHANICAL MULTI-YEAR COMPREHENSIVE PLANS

The Multi-Year Comprehensive Plans offered by **Oliver Mechanical** are a way for you to control your budget while still managing the needs of your building. The plan offers coverage for maintenance, service and replacement costs for your full suite of HVAC equipment. It's an ideal solution for facilities with units that are approaching the danger zone in their life-cycle.

YOUR HVAC BUDGET COST



OLIVER MULTI-YEAR PLAN COST



## OLIVER MECHANICAL'S ALL-INCLUSIVE MULTI-YEAR PLAN PROVIDES:

- Full Service Maintenance Program for multiple years
- Scheduled maintenance inspections each year with filter replacements
- Repair and replacement of defective parts including compressors and heat exchangers
- Replacement of all equipment over the term of the agreement

**All for one monthly fixed payment with 0% interest. Call today for details!**



## OLIVER INSTALLS TESLA HOME CHARGERS

If you or someone you know just purchased a Tesla, we can help! Tesla recommends using a home or workplace charger to serve your charging needs. The Tesla wall connector offers the fastest charging speed for home charging. A Tesla wall connector can provide up to 44 miles of range per hour of charge. Once the tesla wall connector is purchased, give us a call.



## HOW TO CHECK YOUR OUTDOOR HOSE BIB FOR LEAKS

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

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. 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. Please inspect where the cold water line ties into the hose bib in the basement before prolonged use.



## OLIVER'S STATE CERTIFIED TRAINING PROGRAM

Oliver believes in the power of family business in the community! We want to provide employment opportunities to qualified tradesmen seeking to work hard and earn a sustainable income. If you know someone who is energetic, mechanically inclined, with a good attitude, please ask them to investigate a career at Oliver!

We have worked hard to earn a **PA State Certified Apprenticeship** program approved for our training committee. Our in-house training program has proved to be a tremendous asset to our technicians. We are proud to say that our technicians are the highest trained and skilled workforce in the Tristate area! Their goal is to deliver **"Comfort You Can Trust!"**

Not only is the tuition paid 100% but the students earn while they learn and they graduate with no student loans!

We are always looking for the next generation of tradesmen in our service area. Oliver provides a **FULL scholarship** for deserving students who commit to the 4-year apprenticeship program. Not only is the tuition paid 100% but the students earn while they learn, and they **graduate with no student loans!** Do you have a son/daughter, niece/nephew, grandchild or student who would be interested in this opportunity—have them give us a call or stop by!



101 Waverly Avenue  
Morton, PA 19070



28 Indian Trail Road  
Cape May Court House, NJ 08210

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**SAVE UP  
TO \$1,750**



**ON A NEW HEATING  
AND A/C SYSTEM**

Call for details. May not be combined with any other offer.  
Expires 6/30/2019.

**\$500 OFF**



**INSTALLATION  
OF A WHOLE  
HOUSE GENERATOR**

Call for details. May not be combined with any other offer.  
Expires 6/30/2019.

**SAVE UP  
TO \$100**



**ON A NEW  
WATER HEATER**

Call for details. May not be combined with any other offer.  
Expires 6/30/2019.

**\$75 OFF**



**DUCT  
CLEANING  
SERVICES**

Call for details. May not be combined with any other offer.  
Expires 6/30/2019.