



MAXimum Comfort News

206 Otter Street, Bristol, PA 19007 • (215) 968-7477 • (215) 788-4596

FROM OUR FAMILY TO YOURS **Customer Satisfaction as It Should Be!**

It seems that “customer satisfaction” has become an overused phrase these days. However, here at Harris Comfort, Inc., it is not an expression we take lightly. **“Customer satisfaction” is the goal by which we live every day.** And that is why we go above and beyond to ensure the comfort of our customers all year long (or as we like to say, your **“MAXimum comfort”**).

How do we ensure your complete satisfaction and MAXimum comfort this heating season? By offering heating services that give customers **peace of mind ... unparalleled warmth ... and savings off energy bills.** We’re prepared — no matter what weather Mother Nature may bring or where energy prices may go.

Take a look at this issue of **MAXimum Comfort News** and discover how we go above and beyond other comfort companies to provide you with complete customer satisfaction:

- Check out ServAssure’s **NEW and improved website**, www.servassure.com. (Harris Comfort, Inc. is a member of the ServAssure Dealer Alliance, yet another way we go the extra mile to guarantee your satisfaction.) While you’re online, don’t forget to print out our valuable coupons! You’ll also find more information on our company’s services under the “Find a Local ServAssure Dealer” link.
- **Receive up to \$1,200 cash back** with our NEW Carrier fall offer.
- **Get “the Edge”** in comfort control *and* energy savings.
- Discover some **easy tips that could help lower your energy bills** this fall.
- **Don’t miss out on your federal tax credit** — the program ends December 31st!
- Learn about a **new Carrier residential heating system** that’s revolutionizing the comfort industry!
- Find out what the **“ServAssure difference”** really means.

Plus, don’t forget to **enter our \$500 Holiday Shopping Spree** contest!

At Harris Comfort, Inc., when we think about our customers, we don’t see an account number, or a house number, or even an equipment model and serial number. **We see an individual with real-life needs, and we take everything into consideration when it comes to “customer satisfaction”!**

May your days be filled with warmth!

Sincerely,

David M. Harris

David M. Harris
President



FALL 2007

Get "The Edge" ... Carrier's Edge™ Programmable Thermostats, That Is!

Smart ... and Smart Looking!

Introducing powerful innovations in comfort control — new Performance™ Series Edge™ programmable thermostats from Carrier®. You will enjoy greater energy savings because these superior thermostats feature the most advanced and flexible comfort programming options available. Best of all, you can program your comfort either from the thermostat itself or using your computer!

Now that's what we call the "winning Edge™":

- Exp™ memory card for personal computer programming
- Customized settings for all 7 days of the week
- 4 daily time periods for more temperature options
- Personalized humidity settings
- Vacation programming for optimum energy efficiency
- Filter, UV lamp, humidifier pad, replacement reminders
- Use as part of a complete Carrier system, including furnace, air conditioner, humidifier, UV germicidal lamp and more
- Five-year limited warranty on entire unit; extended warranties available

Decorator Door Options Available!

New Edge™ thermostats come with a selection of attractive interchangeable doors, so they're the most decorator-friendly thermostats available. Smart ... and smart looking, Edge™ thermostats really do fit your lifestyle. Colors available: Gold Luster, Saddlebrush, Onyx, Espresso, Natural Grain, Quartz



Carrier also offers the Comfort™ Series thermostats featuring Touch-n-Go™ technology (programmable only).

Up To **\$1,200.00***
Off A Carrier System

Cool Cash Rebate

Could be a maximum of \$1900 with the following:

6 Months NO Payments NO Interest!*

5-YEAR Parts & Labor Warranty!











Turn to the Experts.

*Rebate offer available at participating Carrier Dealers only September 3rd through November 16th, 2007. System must be installed by November 24th, 2007. Rebate amounts vary depending on equipment purchased. No down payment, no payments or interest for six months financing available to qualified homeowners; 19.50% APR. Not valid on prior purchases or in conjunction with other offers; some restrictions may apply. Call dealer for complete details and model eligibility.

**Call Now - Cool Cash
Ends November 16th!**



Turn to the Experts™

Take Control of Your Energy Costs with Carrier's Residential Hybrid Heat™ System

**Two Great Ways to Heat,
One Great Way to Save!**



No matter what natural gas, oil or electric rates do, Hybrid Heat lets you take control — because you can choose your energy source for heating to take advantage of the lowest fuel cost each season.

This revolutionary residential heating and cooling system is a combination of a Carrier heat pump and a Carrier Gas Furnace or Oil Furnace — and it's designed to help you with today's unpredictable energy bills. While it cools your home like any Carrier heat pump would during the warmer months, the difference is in the way it heats it during the cooler ones. The Hybrid Heat system utilizes gas or oil, and electricity, automatically choosing the method that's most efficient and effective for the situation. The result? You'll save on energy costs — and with today's volatile energy prices, Hybrid Heat is a concept whose time has truly come!

How does the Hybrid Heat system know when to switch energy sources? The key is something called the "economic balance point," which can be changed as electricity and gas rates fluctuate. The ability to choose between electricity and gas or oil, to heat your home offers a unique opportunity to control your costs. Plus, you can take advantage of the unit's seven day programmability feature to select a home comfort schedule customized to fit your needs.



Want to know more about how to achieve maximum comfort at minimal cost? Give us a call today.

Log on to Our New Website!

www.servassure.com



ServAssure has redesigned its helpful, information-packed website to include new features and tips. Log on and discover:

- Great new specials and coupons — up to \$200 OFF!
- Online customer survey
- Heating, cooling and year-round energy conservation tips
- Important facts about the ServAssure Guarantee
- Much more!

Reminder: / *Federal Tax Credit Program Ends 12/31/07!*

Don't Miss Out on Your Tax Credits!

There are only a few more weeks left to install energy-efficient equipment in your home that could qualify for tax credits through the Federal Energy Policy Act of 2005.

The Federal Energy Policy Act of 2005 was signed into law on August 8, 2005. This law is intended to reduce our dependence on foreign oil, increase conservation and expand the use of clean renewable energy.

To accomplish those goals, the law provides tax credits to consumers for using energy efficient products or renewable energy in their homes and automobiles. A tax credit reduces your federal income tax liability dollar for dollar in the amount of the credit, which is unlike a tax deduction that only lowers your taxable income.

The Federal Energy Policy Act offers **tax credits up to \$500** (lifetime credit) for energy efficiency improvements



(windows, exterior doors, insulation).

made by homeowners on their existing principal residence. The tax credit has two components:

1. A credit for qualified energy-efficient HVAC (heating, ventilation and air conditioning) equipment;
2. A 10% credit on energy efficiency improvements to the building envelope

The total credit for all years cannot exceed \$500 and no more than \$200 of the credit can be used for expenditures on windows. The life of the improvements must be at least five years. **Energy-efficient improvements must be placed in service after 12/31/05 and before 12/31/07.**

Please call us as soon as possible, so we can help you select qualifying products that are right for your home and family.

Which Carrier Products/Families Qualify for the Tax Credit?

| Equipment | Tax Credit | Minimum Efficiency | Carrier Products/Families that Meet Requirements |
|---|------------|--|--|
| Electric heat pump | \$300 | HSPF: 9 SEER: 15 EER: 13 | 25HPA5**H (2-4 ton) w/variable speed combination 25HNA924 w/FE5ANB004 25HNA936 w/FE4ANB006 25HPA430A30 w/FE4ANF005 25HPA430A30 w/FV4ANF005 25HPA5 (2-4 ton) w/FV/FE |
| Central Air Conditioner | \$300 | SEER: 15 EER: 12.5 | Several variable speed combinations of: 24ANA1 24APA5 24ACA4 24ANA7 24APA3 24ABA4 |
| Natural Gas, Propane or Oil Furnace or Hot Water Boiler | \$150 | AFUE: 95 | Infinity 96- 58MVB040-14 58MXB040-12 58UVB (all sizes) |
| Advanced Main Air Circulating Fan | \$50 | 2% of the total annual energy use of the furnace | 58CVA, 58MVB, 58UVB families 58VMR075-12 58VMR090-12 58VMR120-20 |



\$500 Scavenger Hunt Winner

Judy Soret of Havertown, PA, is the lucky winner of \$500 in this past spring's ServAssure Scavenger Hunt contest. Congratulations! See page 4 for this issue's contest.

The ServAssure Difference

In today's hectic world, getting what you pay for can be a gamble. Not so, when you choose a ServAssure dealer like us. You get what you pay for and more ... guaranteed!

SUPERIOR STANDARDS

As a proud member of the ServAssure Dealer Alliance, a multi-state group of comfort companies committed to exceeding customer expectations, **our insistence on quality begins before a technician even visits your home.** That's because we first had to be selected to become – and remain – a ServAssure dealer.

A ServAssure dealer can only become part of the ServAssure Dealer Alliance through a strict application process, which includes a review by a board of existing ServAssure dealers. Upon acceptance into the ServAssure Dealer Alliance, each member continues to be reviewed to uphold its commitment to customer satisfaction. There is a comprehensive set of standards that must be adhered to, including financial stability, uniformed employees, 24-month money back guarantee, 24-hour/365 day service, no overtime for contract customers, flat rate pricing and other strict standards. In addition, **all employees of ServAssure dealers must abide by 16 exacting standards**, including being clean, well-groomed and neat; having a positive attitude; being concerned with exceeding the customer's expectations; and explaining the service performed in writing and verbally to the customer. ServAssure also offers customers a **FREE hotline, 877-ServAssure (877-732-8277)**.

24-MONTH GUARANTEE

The ServAssure Guarantee means 100% satisfaction. If you are not satisfied with your equipment or the installation, we will repair it, replace it or give you a full refund.

Our warranty includes:

- **100% complete satisfaction guaranteed or your money back.**
- **All parts, labor and materials for a FULL 2 YEARS from date of installation.**

To view the entire exclusive warranty, visit www.servassure.com and click on "24-Month Guarantee."



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Visit: www.harriscomfort.com

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MAX's Fall Tips for Saving Money and Reducing Energy Bills



Think you have to spend money to save money? Think again! Below you'll find 10 ways to lower your energy bills during the colder months without spending a penny.

1. Turn off everything not in use: lights, TVs, computers and other electronics.
2. About 16% of an average home energy bill goes just for heating water. Use cold water when washing clothes. (It's the detergent that really cleans the clothes anyway.)
3. Take a five-minute shower instead of a bath to reduce hot water use.
4. Wash only full loads of laundry to avoid wasting hot water. Also, wash only full loads of dishes in the dishwasher.
5. Check the temperature of your water heater. It should be set at "warm," or a thermometer held under running water should read no more than 120 degrees. If it's higher, lower the temperature on your water heater thermostat.
6. Check your furnace filter each month, and clean or replace it as needed. Dirty filters block air flow through your heating equipment, increasing your energy bill and shortening your equipment's life.
7. Keep window coverings open to let the warm sun shine in.
8. Close your closet doors, kitchen vent and fireplace damper when not in use.
9. Dress appropriately for the cold weather, and set your thermostat to the lowest possible comfort setting. On winter nights, put an extra blanket on the bed and turn back your thermostat even more.
10. Don't let furniture and rugs block baseboard outlets, vents or radiators.

Win a \$500 Holiday Shopping Spree!

What would you like to treat yourself to this holiday season? Before you answer, grab a pen, and complete and return the coupon on the back page. You could win a **\$500 Holiday Shopping Spree**, absolutely FREE! Our **Grand Prize Winner will receive a \$500 American Express Gift Cheque** — the perfect way to buy something special for everyone on your holiday list ... including yourself! There's nothing to purchase, so what are you waiting for? Send in your entry by October 31. Then get ready for some serious shopping!

No purchase necessary to enter and win. Winner will be selected by random drawing at contest end (October 31) from among all eligible entries received. Odds of winning depend on number of eligible entries received. Contest is open to individuals 18 years and older. Void where prohibited by law. Subject to all federal, state and local laws and regulations.



Want more information?

Simply complete the form below and send it back to us.

Name (first, middle initial, last)

Address

City

State ZIP

Phone

E-mail Address

Please enter me in the **\$500 Holiday Shopping Spree Contest!***

I'd like more information on:

(check all applicable)

- NEW Carrier Infinity Products
- NEW "The Edge" Carrier Thermostat
- NEW Guardian Air
- NEW Carrier Hybrid Heat™ System
- Fall Tune-Up
- Heating Equipment
- Air Conditioning
- Heat Pumps
- Oilheat
- Payment Plans
- Service Contracts
- Satisfaction Guarantee
- Indoor Air Quality
- Conservation Tips