

# Appliance

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## Family time is quality time.

### Unplugged



The Speitel Family spends some quality time in the hub of the home, their newly remodeled kitchen. left to right: Noah, Nicholas, Colin, and Luke with mom, Angela and dad, Peter.

The lovely home at 62 New Garden Avenue in Lancaster is a busy and sometimes noisy place with four active boys in the family.

Dad, Peter Speitel is a co-owner of Peerless Hardware in Columbia and mom, Angela is a teacher at Apostles Preschool in Lancaster. Colin, 4, and Luke, 3 attend Apostles. Noah, 10, and Nicholas, 8, both attend school at Buchanan Elementary. When the boys get home from school, the newly remodeled kitchen serves as homework central with mom, Angela, supervising.

"Our hobbies and interests are 'all about family'. We're involved in sports with our boys and we enjoy camping. Everybody enjoys our family vacations in the Outer Banks every year," says Peter. "With such a busy family and hectic schedules, it's a relief to have Neffsville Plumbing and Heating on call. The service agreements are great. We get a reminder call to schedule our free inspection. We get our equipment serviced twice a year too, plus the newsletter reminds us." states Peter.

"We knew about Neffsville because my parents

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Rick Groff, President Neffsville Plumbing and Heating

Trust is more important today than ever before. Trust is earned by always trying to do the right things. To be fair and honest. To be a Boy Scout or Girl Scout you must be trustworthy.

That really hit home to me when I visited the Speitel's, our customer featured in this newsletter. You see, I was in their home trying to come up with the best solution I could think of to resolve their heating and comfort issues. Utility bills were high and some rooms uncomfortable.

The four boys came home from school and lined up at the kitchen table to do their homework. An image that gave me pause and with that clarity I realized how important our role is to do the right things for our customers.

Each one of you count on us to do our best to bring you comfort and energy savings in your homes. You count on us to perform repairs that are long lasting

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## Unplugged

and protect your homes and families. You trust we will always be ready to serve your needs 24 hours a day no matter what.

You can rest assured that trust is not taken lightly or for granted. Our goal is always to be professional, caring, courteous, fair and honest. In other words "trustworthy".

We work constantly to improve our abilities and offerings. Our goal is always to be the best we can be. It is that important to us.

As always, we are here for you and thanks for trusting Neffsville Plumbing & Heating..

## Rick Groff

President  
Neffsville Plumbing  
and Heating

(Cont. from page 1)

## Family Time

used them since the 80's and were pleased with their work. When we needed a new furnace and central air, we called them in to quote. All of the other companies that we called quoted on just replacing the furnace and

adding central air, none of them addressed the zoning issues and the existing ductwork in our 53 year old house except Neffsville. Their quote on the project was comparable to the others. We already had a great confidence level with Neffsville from other projects they had done for us. They

installed the new furnace and central air system with proper zoning so the temperatures would be the same throughout the house. We were able to stay



Colin and Luke show off the shiny new Rheem furnace.



Noah adjusts the new digital thermostat.

in the house while they were working and at the end of the day, we never knew that they had been there," smiles Peter. "I'd highly recommend them," says Peter.

"Have never encountered nicer folks than your employees."

## Ryan Jensen

### Working his way up

## Employee Spotlight



August 30, 2002 was the first day of work for Ryan Jensen. He started out managing the warehouse and running parts to the techs. After a couple of years he moved into the HVAC

department installing equipment. Since then Ryan has attended trade classes, EPA certified and becoming NATE certified. His last move has been into HVAC service.

Ryan has been in Lancaster County for the last 9 years after attending Millersville University. He loves spending time with friends and family and using his grill.

Please make sure to say hello to Ryan next time he is there to service your home.

"Outstanding service as always. We use you often and recommend you to others."



Jeff Stoner

## Air Conditioning Season

Air conditioning season is right around the corner. It is time to be changing air filters, high/low return registers (high open for summer), shutting off humidifiers and starting up basement dehumidifiers.

Every year most of our emergency calls (No A/C) are due to dirty A/C units and air filters. Scheduling a clean and service for your A/C equipment early in the season will assure your system is running at the optimum efficiency the unit is rated for, keeping your electric bills low from the start of the season. Doing preventative maintenance would find other potential problems that can be addressed before you're stuck with no A/C in a heat wave.

Have you had water damage from your A/C drain? Replacing old drain piping and installing our new EZ traps would eliminate this problem. These traps are clear and include a brush for easy cleaning. We also carry a model that has a switch that would shut off the A/C if the drain does clog. Water alarms are also a good alternative. They sound an alarm (like a smoke detector) at the first sign of moisture.

Other options to save you on your electric bill would be a set-back thermostat adjusting the thermostat higher while you're not at home. This feature can save you up to 10%. New digital thermostats are more accurate and maintain a more constant temperature and give you a more comfortable feeling.

Don't hesitate to call Jeff if you have any questions.

## Water Works

by Jon LePage, V.P. Plumbing



## Finished Basements

Most of us have them. Some of them older, some of them recently completed. You have spent countless hours going over all the selections, making sure every detail is perfect. The finished product is amazingly beautiful and you have invested thousands of dollars and the overall investment was well worth the cost. One day you make the trek downstairs to your masterpiece and as your foot hits the finished floor you here SQUISH! Oh no, is that water I just stepped in???

As your heart beat increases you make your way over a saturated finished floor to investigate the source. Baseboard molding and drywall walls have started their sponge like effects and staining is apparent 6 - 8" above the floor everywhere. Wood floors have started to buckle and personal belongings are soaking wet. What could have caused this mess?

This is a situation we see quite frequently as a mechanical contractor. Now if this has already happened to you, there is no doubt those preventative measures have been taken to avoid this from happening again. For years there have been products developed that will prevent these issues from happening but if no one talks about them to the consumer, these sad situations will continue to happen. We as contractors are here to educate you the consumer on the many ways you can protect your investment. Giving you

the information allows smart choices to be made. So what is it that I'm talking about?

Pick one:

- \*Burst water heater - no flood stop device or catch pan installed
- \*Water softener tank leakage - no maintenance performed (every 3 years), no catch pan or flood stop device installed
- \*Ground water sump pump failure - no alarm or maintenance performed (every 2 years)
- \*Excessive water pressure coming into your home - no pressure reducing device installed

Give me a call, Jon LePage. I will be more than happy to go over any of these and answer any questions that you may have.

"I hope you people know what a special employee you have. Maurice is honest, personable and a hard worker. Thank you for sending him!"

## Federal Energy Tax Credits for 2009 On High-Efficiency Heating & Cooling



Larry Grimm

They are back! With the start of 2009 the Federal Government has come up with their new energy tax credits.

Depending upon the type of system installed in 2009, the tax credit can be as high as \$1500. Certain models of high efficiency gas furnaces, boilers, air conditioners

and heat pumps qualify for this credit. 2010 is not far away and we know electric bills will be going up between 34% to 50%.

Installing a new high efficient heat pump or air conditioning system can help lower electric bills. We handle different brands of equipment with various efficiency ratings. Some of the high efficiency equipment can save you 38% to 50% on your energy usage. If you are interested in learning more about the efficiencies of the new heating and cooling equipment, call now and ask for Larry for a free estimate.

Clip this coupon for \$10.00 off of your Clean and Service for your A/C system.

Call Neffsville to schedule.

# 625-1000



# Your Spring Checklist

Winter is almost over! Here at Neffsville Plumbing and Heating, we wanted to remind you of a few things you'll probably want to take care of for the new season.

- Schedule your A/C system Clean and Service. Open supply and return registers if you have an attic installation. Change your filter.
- Turn off your central humidifier. We can also do it for you while we do your Clean and Service.
- Turn on your outside hose connections SLOWLY. Check and listen for leaks. Make sure you have it pressurized via a hose and closed nozzle on the end.
- If you have a sump pump in the basement, make sure it is operational. A 5-gallon bucket of water should force it to cycle.
- Make sure downspouts and sump pump discharges are clear and run away from the house with a minimum of 3 feet, or to where a natural grade will carry the water away from your foundation.
- If you have a central heating and cooling system, the upper returns should be open and the lower closed for cooling operation.

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