

- ✓ how to get ready for winter
- ✓ save up to \$700 on a hybrid heat system

save with a hybrid comfort system



Order a **hybrid comfort system** today and get:

- a ten-year warranty
- up to \$700 in rebates
- special financing

Must purchase by Oct. 27 and install by Nov. 13; 10% cash incentive available from New York State Energy Research and Development Authority.

SNAPSHOT



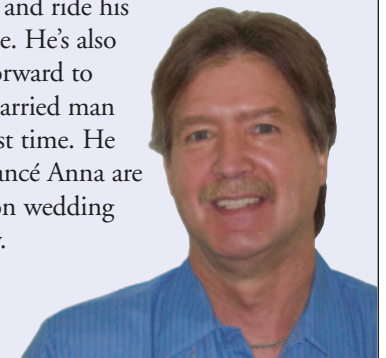
In his 30-plus years as a service technician, Ken Anderson has always worked hard to keep people comfortable.

Whether it's answering a no-heat call in the middle of a cold winter night or fixing someone's air conditioning during a stifling heat wave, Ken knows what to do. He enjoys the challenge of servicing all types of equipment and making sure our customers are ready for anything Mother Nature may bring.

"Most of the time when something breaks down, it's because the equipment has not been maintained the way it should," says Ken, a member of our service team for about 15 years.

"The best advice I can give from my own experience is to get service done every year. This saves money on heating and repair bills, and keeps your equipment running safely and problem-free," he says.

When he's not tuning up or repairing home comfort equipment, Ken likes to fish, hunt and ride his motorcycle. He's also looking forward to being a married man for the first time. He and his fiancé Anna are working on wedding plans now.



Ken Anderson, service technician

one happy customer's story

Back in the spring, Robert Lull knew he needed to replace his furnace and air conditioning system. He did his homework, visiting home stores and taking in home shows.

His diligence paid off: At one home show, Crossfield Heating & Air Conditioning's exhibit caught his eye – and he made an appointment for a representative to assess his needs.

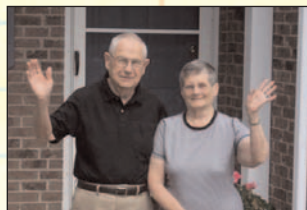
Lucky for Mr. Lull, we participate in the National Home Performance with ENERGY STAR Program. It offers homeowners a whole-house approach to improving energy efficiency and comfort, and protecting the

environment at the same time.

As part of the program, we used state-of-the-art equipment to evaluate Mr. Lull's comfort needs, and were able to offer him cash incentives on a new system and favorable financing.

"I saved 50% on the furnace – and was given nine months to pay without interest," Mr. Lull said.

Even better, he added, "I was thoroughly impressed with the thoroughness and professionalism of the Crossfield people every step of the way. I would recommend Crossfield to anyone who needs a new system."





in touch

with

CROSSFIELD
Heating & Air Conditioning

PERSONALLY SPEAKING

we can help you lower your energy costs!

Dear Friends,

With high energy costs looming this fall, everyone will feel the pinch on their wallets when they start using their heating equipment again. As just one example, the price of natural gas in our area has risen 40% since last year.

But there are steps you can take to conserve energy and control costs. These include lowering your thermostat and making sure your equipment runs at peak efficiency. For other ways to save, see our inside pages.

Hybrid heat systems, which combine an electric heat pump and a natural gas furnace, are another solution for lowering energy costs, one that is becoming very popular. The system's heat pump is used when temperatures are mild (above 40°), and the gas furnace kicks in when it's colder.

To learn more about this system and your potential energy savings, visit our website at crossfieldheating.com. Click on "Ideal Comfort Showroom" on the left side of our home page and then on "heat

pumps." You'll find four interactive tabs that do a great job explaining how a hybrid heat system works.

big savings on new systems

If this is the year you've decided to upgrade to a new system, we can offer you big savings through New York state's Home Performance with ENERGY

STAR program. Customer response has been overwhelming since our certification for the program was announced in the spring newsletter.

We can help you secure low-cost ENERGY STAR

financing or cash incentives of up to \$5,000. On page 4, customer Robert Lull tells how he benefitted from this program.

Please let us know how we can help you this season. We're always here for you!

Warmly,

Tim Malone
President



be prepared

Don't wait until the first cold day to discover you have a problem with your heating system. We recommend that you do a heating system "start-up" before temperatures drop.

First, raise the thermostat setting to a level higher than the room's current temperature. Also, check to see if the thermostat is set to "heating." Then, if the system doesn't start, try the following:

- ✓ See if the furnace power switch is ON.
- ✓ Check that the blower door is closed tightly.
- ✓ Be sure the unit's filter is clean.
- ✓ Check fuses or circuit breakers.

If your furnace still doesn't turn on, call us for service.

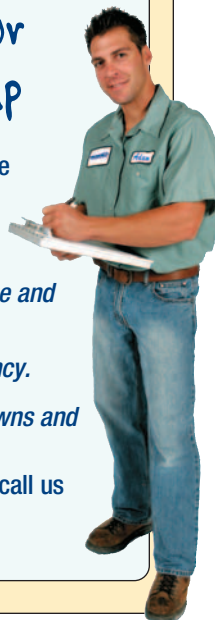
still time for your tune-up

Now is the time to schedule your 16-point precision heating tune-up.

Annual maintenance can:

- ☛ lower your energy usage and heating bills.
- ☛ improve system efficiency.
- ☛ help eliminate breakdowns and costly repairs.

To schedule your tune-up, call us or return the enclosed card.



Home Performance with ENERGY STAR
can lower your energy bills and make
your home safer and more comfortable.

