

Homefront

EMPLOYEE-OWNED
HBMcCLURE

SPRING 2020

WE RECOMMEND. YOU DECIDE.™

SPRING CLEANING? Don't Forget Your HVAC System

As you start to see the first signs of spring and begin thinking about turning on your air conditioning, it's important to include your home's HVAC system in your spring cleaning plans. One of the best ways to ensure your HVAC system is able to run at optimal efficiency is to perform a few simple maintenance tasks yourself. Most tasks involve light cleaning to maintain proper airflow and operation and can easily be incorporated into your other spring cleaning and yardwork. Here's what you can do.



1. Clean or change the filter on the indoor unit of your HVAC system according to the manufacturer's instructions, typically every one to three months.
2. Remove any debris such as leaves and sticks from on or around your outdoor HVAC unit.
3. Clean the coils of the outdoor unit with a garden hose whenever they appear dirty. Use only light water pressure so you don't damage the fins.
4. Clean your indoor vents with a dusting cloth or vacuum.
5. Move any furniture or objects away from the vents so air flows freely.

Performing these simple tasks and getting an annual system tune-up are the keys to longer system life and better overall performance and can also increase operating efficiency by up to 20 percent. **For more homeowner tips, visit our Home Comfort News Blog at hbmclure.com.**

SAVE \$100 ON UV IN-DUCT AIR PURIFIER WITH DUCT CLEANING*

Minimize spring allergens and neutralize airborne viruses and bacteria with a UV in-duct air purifier and duct cleaning from HB McClure. This combination will reduce dust, dander, pollen, and other allergens in your home's duct system. Discount is applicable to work scheduled prior to 6/12/2020. Call 717-232-4328 for details and to schedule an appointment.



CO-OWNER SPOTLIGHT



MARK ECKENROAD

"I'm a perfectionist, and I put that into every job," says Mark Eckenroad, HB McClure employee-owner and residential HVAC installer. Of all the different types of residential installations, Mark says that new construction is his favorite and where he most enjoys applying his perfectionism. Mark has been part of the HB McClure residential service team for six years and has built his knowledge and skills in the trade for nearly 20 years.

He enjoys spending time with his wife and 16-year-old son and playing and watching sports, especially hockey. Mark is also actively involved in coaching.

A LETTER FROM MANAGEMENT



Does having a mild winter mean we're headed for a long, hot summer? No one can be sure, but HB McClure will be ready to help with anything mother nature sends our way.

We are staffed with Central PA's friendliest and most knowledgeable field technicians and office personnel to make sure we deliver prompt, efficient, and convenient service—all while striving to provide the best value in the region with our promise: We Recommend. You Decide.™

We have plumbers ready to respond if spring rains create the need for a sump pump or if tree root growth causes problems in your sewer or water line. We are staffed to address your emergency comfort calls 24 hours a day. We'll schedule our skilled technicians to do your spring tune-ups under our Gold Shield® Comfort Agreements to reduce your energy costs, improve system reliability, and ensure your comfort for the upcoming cooling season.

If you need a new system, you can take advantage of reinstated Federal Tax Credits for high-efficiency equipment and rebate programs sponsored by utilities and manufacturers. Our comfort advisors are non-commissioned, so you can trust them to recommend the system that best meets your needs and budget, and we offer several financing plans.

We also stand behind our work, and we have over 9,000 reviews with five-star ratings on over 97 percent of the responses. We invite you to provide feedback on our performance on our website or by completing the survey we provide after every service call and installation.

The employee-owners of HB McClure appreciate your loyal patronage, and we thank you for the opportunity to be the trusted provider for your family's comfort. We look forward to continuing to serve all of your home comfort needs.

Warmly,
Jim Saussaman

3 REASONS TO SCHEDULE A SPRING TUNE-UP

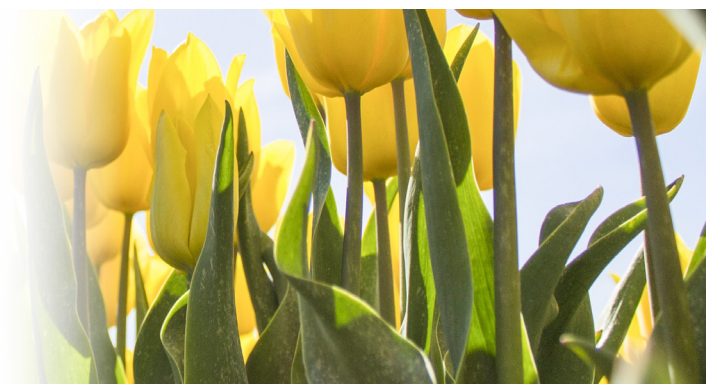
Early spring is a great time to perform routine maintenance on your HVAC system and to repair or replace any parts that are showing signs of wear. Here are three reasons to schedule your tune-up now before the cooling season starts.

1. Fix little issues before they become big problems.

A yearly tune-up is an opportunity for a trained technician to thoroughly evaluate your home comfort system's performance and to resolve small issues that can prevent later system damage and breakdown.

2. Efficient performance. Proper maintenance of your HVAC equipment helps ensure optimal operating efficiency, which means you'll spend less on energy bills while enjoying maximum comfort.

3. Peace of mind. A routine tune-up will give you peace of mind that your HVAC system is ready for the cooling season, and when the time comes, can also help you plan for replacement so there's no big surprise.



A simple way to make sure your HVAC system is always ready for the season is to enroll in a Gold Shield® Comfort Agreement. Gold Shield is a preventive maintenance plan that includes a yearly tune-up as well as other great customer perks like priority scheduling and parts and service discounts. Gold Shield agreements renew annually, so once you enroll, you never have to worry about remembering to take care of your HVAC system because we'll do it for you. To learn more about Gold Shield, visit hbmcclore.com.

OUR COMMITMENT TO CUSTOMER SERVICE

Owning a home is a big responsibility that demands a lot of time, energy, and financial investment. When a major system in your home, like your HVAC, plumbing, or electrical system, is in need of maintenance, repair, or replacement, we believe the experience of scheduling service should be as easy as possible. We also believe that choosing the right solution for your home's needs should be a collaborative effort. We want you to understand all of your options, so you can make an informed decision about what works best for you and your budget.

Our approach to customer service has one goal—earning your trust by consistently providing expert service and delivering peace of mind.

At HB McClure, this is a goal we continually strive toward, and we're constantly making improvements to simplify and enhance your customer experience, such as:

- Streamlining our website experience so you can find services and information faster
- Providing multiple ways to contact us, including by phone or online appointment request
- Simplifying our billing, auto pay, and agreement renewals
- Expanding our team to provide more technicians and faster response, especially in an emergency

We value our customer relationships and want to be your single-source service provider throughout your lifetime in your home. If there's anything we can do to make your experience with us easier, faster, or just plain better, please let us know.

We welcome the opportunity to continue to earn your business.



CAN TREE ROOTS DAMAGE YOUR SEWER PIPE?

Heavy rain in early spring can cause your trees and shrubs to grow like gangbusters. Above ground, everything looks lush and beautiful, but below the surface, all those new tree roots may be taking over—punching holes, building blockages, and in extreme cases crushing your sewer pipe. If you know where the sewer pipe on your property is located, you can often judge what may be going on underground by what's going on above ground. If the area is thick with vegetation, that's a great reason to have a professional inspect the situation.

Many plumbing problems around your home are preventable with proper drain and sewer maintenance. If you suspect there's something going on in your sewer system or you just want to be proactive, have a qualified technician perform an inspection to identify any areas in need of repair or replacement and to determine any services you may need, such as drain cleaning or sewer jetting. To have your home's sewer pipe inspected for tree root damage, call HB McClure to schedule an appointment.

FEDERAL ENERGY PROPERTY TAX CREDITS REINSTATED

In January, Federal Energy Property Tax Credits were reinstated and applied retroactively from 12/31/2017 through 12/31/2020. These Federal Tax Credits are applicable to primary residences only. Please consult your tax professional to see how this program applies to your circumstances.

Central Air Conditioning

Tax Credit Amount: \$300

Split System Requirements:

SEER \geq 16

EER \geq 13

Gas, Oil, or Propane Water Heater

Tax Credit Amount: \$300

Requirements:

Energy Factor $>$ 0.82 OR thermal efficiency of at least 90%

Electric Heat Pump Water Heater

Tax Credit Amount: \$300

Requirements:

Energy Factor \geq 2.2

Geothermal Heat Pumps

Tax Credit: 26% for systems placed in service before 1/1/2021

Heat Pumps

Tax Credit Amount: \$300

Split System Requirements:

HSPF \geq 8.5

EER \geq 12.5

SEER \geq 15

Boilers

Tax Credit Amount: \$150

Requirements:

AFUE \geq 95

Gas, Propane, or Oil Furnaces and Fans

Tax Credit Amount: \$150

Requirements:

AFUE \geq 95

Non-Business Energy Property Tax Credits

Retroactively extended from 12/31/2017 to 12/31/2020.

Tax Credit: 10% of cost up to \$500 or a specific amount from \$50 to \$300

To learn more about Federal Tax Credits, visit: https://www.energystar.gov/about/federal_tax_credits.

HB CARES

The Helping Hands committee is a group of dedicated employee-owners that believes in taking care of our neighbors and communities by getting involved with charities, supporting local causes, and organizing special events. Here's a recap of recent activities and a preview of upcoming events.

Coat & Blanket Drive

Thank you to everyone who donated to the Trinity Church of God in Harrisburg. The Helping Hands committee collected and delivered 20 FULL BAGS of coats, clothing, and blankets that will be given to local people in need!

Toys for Tots

We had a tremendous outpouring for our Toys for Tots drive this past holiday season. With your help we were able to meet our goal of filling three boxes with lots of fun toys for deserving kids in our community.



FEEL THE LOVE™

HB McClure teamed up with Lennox for their Feel the Love™ program.

Together, we provided and installed new heating systems, free-of-charge, to two deserving families in our local community who were nominated by their friends and neighbors. Feel the Love is currently accepting nominations for this year's free system installation, which will occur in October.

To nominate a deserving neighbor, visit feelthelove.com.

COMING UP...

Supper for Soldiers

Take-out available this year!

Saturday, April 18, 2020

3 p.m. to 6 p.m.

Uriah United Methodist Church

925 Goodyear Road, Gardners, PA

Proceeds benefit Operation Veterans' Hope in Mount Holly Springs. More info at: operationveteranshope.org.



600 South 17th Street
Harrisburg, PA 17104
www.hbmccclure.com

Harrisburg 717-232-4328

Carlisle 717-243-9011

Hershey 717-534-2661

Lancaster 717-285-2228

York 717-845-4328

GREAT SAVINGS FROM HB McCLURE

REBATES UP TO \$2,400* AND 0% FINANCING** ON A LENNOX® HOME COMFORT SYSTEM

*Maximum rebate amount includes a max Lennox rebate of \$1,600, max PPL rebate of \$300, and max UGI rebate of \$500. Some restrictions apply. Qualifying system must be installed by 6/19/2020. **Financing available for those who qualify. Many plans available. Call for details. Offer expires 6/12/2020.



\$100 OFF WATER SOFTENER*

*Eliminate hard water in your home. Valid only for residential customers in the HB McClure service area. Prior sales excluded. May not be combined with other offers. Offer expires 6/12/2020.

UP TO \$100 OFF SPRING TUNE-UP WITH BUNDLED GOLD SHIELD® ENROLLMENT*

*Save up to \$100 on your first year of Gold Shield® membership when you bundle your spring tune-up for your heating/cooling system Gold Shield plan with a plumbing plan and an electrical plan. Offer expires 6/12/2020. Call today to enroll and schedule an appointment.



\$50 OFF WATER HEATER*

*Valid only for residential customers in the HB McClure service area. Prior sales excluded. May not be combined with other offers. Call for details. Offer expires 6/12/2020.



WE'RE ALWAYS HIRING!

The employee-owners of HB McClure are always looking to add more great people to our team. If you or someone you know is interested in a career with our growing company, apply online at hbmccclure.com or contact Human Resources at **717-232-4328**.



ALL THE SERVICES YOU NEED

Heating & Cooling • Plumbing • Electrical • Fuel Oil & Propane Delivery