

Homefront

EMPLOYEE-OWNED
HBMcCLURE
A DIVISION OF HB GLOBAL, LLC

SPRING 2019

WE RECOMMEND. YOU DECIDE.™

GET YOUR HVAC SYSTEM READY FOR SPRING

One of the best ways to ensure your home's HVAC system runs at maximum efficiency is to perform a few routine maintenance tasks yourself in between annual service visits. Most of the tasks you can do involve light cleaning to maintain proper airflow and can easily be incorporated into other seasonal tasks like spring cleaning and yardwork.

HERE'S WHAT YOU CAN DO.

1. Clean or change the filter on the indoor unit 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 the outdoor 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 supply and return registers with a dusting cloth or vacuum.
5. Move any furniture or objects away from the registers so air flows freely.

Performing these simple tasks and having your system serviced annually are the keys to longer service life and better overall performance.



CO-OWNER SPOTLIGHT



**HAROLD
FEASER**

Harold, better known as "Harry," is our Consumer Design and Procurement Manager and has been with HB McClure for 32 years. He enjoys the variety of tasks his day to day entails as well as being able to help others. As an employee-owner, he believes our teamwork, support from peers and managers, and friendly atmosphere make every day rewarding and enjoyable. Harold's greatest satisfaction is knowing that he works with dedicated employee-owners who stand behind their work and treat every customer's home as their own. Harold and his wife Beth of 29 years have two married children and three grandchildren. When he isn't enjoying family time, you can find him outdoors hunting, fishing, or golfing.

A LETTER FROM MANAGEMENT



On behalf of all the employee-owners of HB McClure, I'd like to thank you for your loyal patronage. We appreciate the opportunity to provide comfort to

your family by performing a service call, delivering fuel, or installing a system at your home.

When I take pause to draft this communication, I reflect on the advancements we have made over the years as we strive to be the best service provider in our region. We have an ongoing goal to create "raving fans" of all our clients, and we work hard every day to deliver the type of service worthy of such praise.

We've added staff and technology to more quickly handle your incoming service requests and sales inquiries. Our phone system now has prompts to get to the correct person in minimal time. We have also modified our website and improved responsiveness to incoming digital requests sent from your computer or mobile device. We have increased our number of service technicians and comfort advisors. This additional staff allows us to be even more responsive to service emergencies and provide quick turnarounds for urgent installations. And when we arrive on site, you can trust our non-commissioned team to explore all of the viable solutions and present the information you need to select your best value. We Recommend. You Decide.

I encourage you to let us know how we are doing. Please respond to the digital surveys we send or post a review on Google or Facebook. An old-fashioned letter or phone call is always appreciated as well.

Warmly,
Jim Saussaman

WHOLE-HOUSE SOLUTIONS TO IMPROVE INDOOR AIR QUALITY



Spring is when allergy season starts to ramp up. To make sure all of that pollen and mold remains outdoors, you may want to consider a professional duct cleaning and adding an indoor air quality system to your home. Air filtration, purification, and humidification are three different types of whole-house indoor air quality enhancements that install directly into the ductwork and can help you breathe

easier, lessen airborne allergens, and even kill bacteria, viruses, and mold. Here's a quick look at each one and how it can improve the air inside your home.

- **Whole-house air filtration** - Uses a heavy-duty filter to trap pollen, dust, mold spores, pet dander, and other airborne particles as small as 1.0 micron.
- **Whole-house air purification** - Uses powerful ultraviolet light to kill bacteria, viruses, mold, and fungi and can also include a photo-reactive oxidation process to treat odors and VOCs.
- **Whole-house humidifier** - Keeps your entire home at a consistent humidity level and relieves homeowners from the burden of filling and maintaining individual, single-room humidifiers.

To learn more about improving the indoor air quality in your home, contact HB McClure at 717-232-4328.

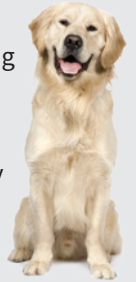
SERVICE BUY BACK TAKES THE RISK OUT OF REPAIR



You don't have to wrestle with the decision to repair or replace your heating and cooling system anymore because HB McClure will buy back the cost of your repair service if you decide to replace your system within 30 days of the repair. We'll even buy back the cost of repairs performed by our competitors if you choose HB McClure to perform your system replacement within 30 days.

With HB McClure you'll get peace of mind knowing that our expert technicians will accurately assess the condition of your home's heating and cooling system and provide you with all of your repair and replace options and related costs. Now there is absolutely no risk in choosing the repair option. Should another part of your system fail and you decide to replace it within 30 days, we'll apply the cost of the repair as a discount toward the cost of your new system—no questions asked. Some restrictions apply. Talk to your technician or call 717-232-4328 for details.

DOES YOUR HOME NEED DUCT CLEANING?



Duct cleaning can improve indoor air quality by removing dust and contaminants that collect inside ductwork. These particles can intensify asthma and other respiratory conditions by circulating throughout your home while your system is running. Having your ductwork professionally cleaned may provide some relief, and some reports and homeowner experiences indicate that duct cleaning can lessen allergy and asthma symptoms. Other benefits that have been reported include a reduction in dust on home furnishings and improved HVAC efficiency by up to 15 percent. This efficiency gain is attributed to the system's ability to move air more effectively through a clean, clear duct system.

To learn more about what's included in a complete duct cleaning service, visit our website at hbmclure.com and check out our current offer for \$50 off duct cleaning in this newsletter. To schedule a duct cleaning service, call 717-232-4328.

IT'S TIME FOR A TUNE-UP



The best time to schedule your cooling system tune-up is before it gets hot. For our customers with Gold Shield Comfort Agreements, a tune-up is included in the protection. Comfort Agreement benefits include:

- A reduction in energy consumption by up to 20% with scheduled maintenance.
- Extending the life of your equipment and reducing the likelihood of an emergency by correcting small problems before they become big problems.
- Priority service when problems arise.

Call today at 717-232-4328 to schedule your tune-up appointment, and ask about our Gold Shield Agreements for plumbing and electrical systems, too.

RAIN AGAIN? HELP YOUR SUMP PUMP SAVE THE DAY

Last year was one of the wettest years on record. If this trend continues, spring thaw and heavy periods of rain may cause water to accumulate around the base of your home's foundation. A sump pump helps prevent this water from entering your home and flooding your basement. It can also help protect you from a burst pipe in your basement when a floor drain just isn't enough. To make sure your sump pump is there for you when you need it most, we suggest you take the following steps to ensure it's working properly.

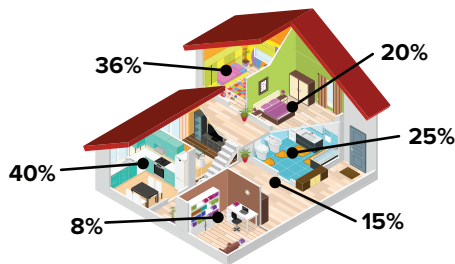


- 1 Inspect the pump and its outlet pipe.** Start by listening. If there is excessive groundwater around the foundation, the pump should turn itself on, pump out the water, and turn itself off again. Next, remove the cover over the sump pit and look inside. If the water level is low, chances are good the pump is working properly. Examine the sump pump for signs of damage or obstructions in the surrounding pit, and check the outlet pipe to make sure it's free of blockage.
- 2 Check the electrical components.** The sump pump should be plugged in to a Ground Fault Circuit Interrupter (GFCI). This protects it from a potential short while it's submerged. You can also try unplugging it and plugging it back in to see if it turns on. Finally, consider a water-pressure-driven or a battery-based backup pump that will operate if your primary sump pump fails or the electricity goes out.
- 3 Pour a bucket of water into the sump pit.** Fill a five-gallon bucket with water and pour it slowly around the sump pump. The pump should kick on once the water level reaches a predetermined level below the basement floor. If the pump doesn't turn on, it may be either clogged or damaged, and you may want to call us for help.

CUSTOMIZE YOUR HEATING AND COOLING COMFORT WITH MULTI-ROOM ZONING

Get just the right amount of heating and cooling comfort with a multi-zone mini split system. This system includes from 2 to 8 indoor units that each create their own temperature-controlled zone, and they are ideal for controlling personal comfort as well as managing energy costs in unoccupied or infrequently occupied rooms.

You can choose from four different indoor unit styles to suit your décor, including wall mount, ceiling cassette, floor mount, and slim duct. Each indoor unit operates independently, and all are controlled by a single outdoor unit.



HB McClure offers Fujitsu ductless mini split systems in a variety of BTU ratings to serve your heating and cooling needs. Fujitsu also offers models with Extra Low Temperature Heating that allow the mini split system to operate at temperatures as low as -15°F—the lowest operating temperature of any mini split system available today.

To learn more about multi-zone mini split systems, call us at 717-232-4328 and ask about the current Fujitsu rebate of up to \$1,300 detailed in this newsletter.

HELP US SUPPORT HOMELESS VETERANS



HB McClure's Helping Hands committee invites you to attend the Supper for Soldiers charity dinner to benefit Operation Veterans' Hope in Mount Holly Springs. Operation Veterans' Hope is a non-profit organization that offers "work to stay" programs for homeless veterans in Central and Eastern Pennsylvania. All of the proceeds from the dinner will go directly to the organization to support its programs.

Supper for Soldiers
Saturday, April 6, 2019
3 p.m. to 6 p.m.
Uriah United Methodist Church
925 Goodyear Road, Gardners, PA

The recommended donation to attend the Supper for Soldiers event is \$10 per person (cash only), and donations will be accepted at the door on a first come, first served basis. For those who wish to support Operation Veterans' Hope but are unable to attend the event, donations can be made online at www.operationveteranshope.org/donate.html.

WE RECOMMEND. YOU DECIDE.™

600 South 17th Street
Harrisburg, PA 17104

www.hbmccclure.com

Harrisburg 717-232-4328

Carlisle 717-243-9011

Hershey 717-534-2661

York 717-845-4328

GREAT SAVINGS FROM HB MCCLURE

**SAVE UP TO
\$2,500
ON A LENNOX®
HOME COMFORT
SYSTEM**



The maximum rebate amount includes a max Lennox rebate of \$1,700, max PPL rebate of \$300, and max UGI rebate of \$500. Financing at 0% is also available for qualified buyers. Some restrictions apply. Offer expires 6/16/2019. Call HB McClure at 717-232-4328 for details.

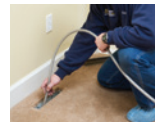
**SAVE UP TO \$1,300
IN REBATES ON A
FUJITSU DUCTLESS
MINI SPLIT**



The maximum rebate amount includes a max Fujitsu factory instant rebate of \$500 plus a max PPL rebate of \$800. Offer expires 6/14/2019. Call HB McClure at 717-232-4328 for details.

FUJITSU

**SAVE UP TO \$150 ON
DUCT CLEANING AND
AIR PURIFICATION**



Start your spring cleaning with \$50 off our complete duct cleaning service plus an additional \$100 savings on a UV in-duct air purifier when you have one installed during your duct cleaning.

These discounts are only applicable for work scheduled prior to May 1, 2019. Call HB McClure today at 717-232-4328.

ATTENTION FUEL OIL & PROPANE CUSTOMERS!



In response to your feedback, we are simplifying the sign-up process for fuel delivery programs next heating season. We are moving to a simple, paperless digital process. Expect more communications from us as enrollment for 2019/2020 program draws near.

WE'RE ALWAYS HIRING!

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

ALL THE SERVICES YOU NEED

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