

Introducing Our New Energy Saver Plan

Dear Friend,

Nobody is happy when their heating or air conditioning system breaks down and it almost always happens at the worst time — when the weather is hottest or coldest.

What's more, if you're having problems, you can bet other people are too. You might have to wait a long time for service. We have a better idea – sign up for our Energy Saver Plan! In an emergency, we'll be there to solve your problem fast.

Plus, factory warranties require regular maintenance by a certified technician in order to be valid. Our annual maintenance visits will protect your warranty.

True to its name, the Energy Saver Plan will lower your annual energy costs because it includes a tune-up. This restores your system to nearly factory-fresh condition. You'll use less energy and save on utility bills. If you do need a repair, we'll give you substantial discounts on parts and labor costs.

The Energy Saver Plan represents a smart investment for your home and in your family's peace of mind. In an age of high utility bills and busy lives, this plan gives you tremendous value, convenience, protection and savings. I guarantee it!

Protect your warranty and gain peace of mind with our Energy Saver Plan.

Sincerely,

Kerry O'Brien - Owner



Get Peace of Mind

By choosing year-round protection with an Energy Saver Plan (ESP) for your heating and cooling systems, you'll enjoy these benefits:

- **First-in-line priority service.** Only ESP customers receive service on holidays. Plus, the first and last service calls of the day are reserved exclusively for you. We mean it when we say we're here for you.
- **Immediate savings.** With tune-ups included in our Energy Saver Plan, you save money right away on the price of two separate tune-ups: one for your heating system and one for your air conditioning system. Regular system tune-ups save money by cutting energy use, preventing repairs and extending equipment life.
- **Big discounts.** Save approximately 15% on repair costs when you're covered with an ESP. The discount even applies to air conditioning compressor units that are out of warranty.
- **More savings.** You pay only half our regular diagnostic fee for repairs made during regular hours. Plus, overtime charges are reduced by 50% for after-hours repairs, which include weekends and holidays. Also, repair work is covered by a one-year guarantee as long as your ESP coverage stays current. If the part we fixed breaks within the year, we repair or replace it and you pay nothing.
- **Safety.** Our heating system tune-ups include safety and venting checks. We also do a carbon monoxide test at no extra charge.

We're Here For You

Most heating and cooling companies look the same from the outside, but the truth is they're not. At T.F. O'Brien, we have spent years perfecting the things that really make a difference to our customers.

- **Precision heating and cooling tune-ups.** When we tune up your system, we never eyeball your equipment. We test that it runs at peak efficiency using precise system analysis tools, and make any necessary adjustments. Not every company is this thorough.
- **Expert safety inspections.** We follow strict standards when testing for sources of dangerous levels of carbon monoxide in your home.
- **No subcontractors.** We only use our own skilled service technicians armed with the training and resources they need to solve the most complicated problems. We never use inexperienced subcontractors.
- **New parts.** Other companies may use reconditioned parts; we don't. We use new parts from authorized parts suppliers for repairs. And, our service trucks are fully stocked with the replacement parts necessary to ensure that we can fix most problems in just one visit.
- **Familiar faces.** Most of our employees have been with us for years. They're people you'll come to know and trust. They take pride in what they do and treat your home as if it were their own. They clean the work area when they complete a job, and protect your property by laying down drop cloths and wearing booties.
- **No surprise charges.** The price we quote you is the price we charge. Unlike some other companies, there are no extra charges for cleaning condenser coils, cleaning ribbon burners or adjusting gas pressure. And, for new installations, the price we quote you will be the exact price you'll pay when the job is finished.



Why Do I Need A System Tune-Up Each Year?

In one year, your heating and cooling systems can run for as many as 2,000 hours. If you neglect your systems, it can cost you dearly—in wasted fuel, expensive breakdowns and shortened equipment life. Plus, a system that receives regular tune-ups is a safer system.

- **Fewer service problems.** Our precision tune-ups on heating and cooling systems prevent problems, from small repairs to major breakdowns.
- **Savings on heating and cooling bills.** You can save as much as \$30 a month on summer electric bills and up to 10% on winter fuel bills.
- **Safety.** To prevent carbon monoxide poisoning caused by a faulty heating system, our tune-ups include safety and venting checks.
- **Maintaining warranties.** Most warranties for heating and air conditioning equipment exclude “repairs that occur due to lack of regular routine maintenance.” Our Energy Saver Plan includes regular maintenance, keeping warranties valid.

Your Savings Add Up!

Even small problems with your heating and cooling systems can take big bites out of your budget. With the protection of our Energy Saver Plan, you have a lot less to worry about.

TYPICAL REPAIR SAVINGS:

• Furnace blower motor	Save \$85
• Furnace circuit board	Save \$99
• Condenser fan motor	Save \$110
• Circulator pump	Save \$73

TYPICAL SERVICE SAVINGS:

• Diagnostic fee	Save \$65
• Tune-ups	Included
• Overtime charges	Save 50%