



www.ckSmithSuperior.com

508-753-1475

Spring-Summer 2016

# From Our Family To Yours

## A MESSAGE FROM THE GENERAL MANAGER



Greetings everyone. Another winter has come and gone and thanks to El Nino, we experienced one of the warmest winters I can recall. This winter was a far cry from the conditions we all experienced last winter but old man winter still

kept us busy all season long. Our Drivers and Technicians thank you for clearing paths to your fill pipes and driveways when it did snow.

The 2016 Worcester Spring Home Show at the DCU Center was a huge success and we were glad that many of you stopped by our booth to say hello, talk about their energy needs, and see all the equipment we had on display. The Homeshow is always a good opportunity for us to better understand your heating and cooling needs and have a chance to answer any questions you may have. We appreciated your visit and thank you for all the positive feedback regarding our service.

Based on your feedback we decided to spotlight a ductless mini split air conditioning unit as it was the most highly asked about product from the Home Show. For more about our mini splits, please see our customer spotlight and product spotlight section in this newsletter.

With summer around the corner we are prepared to handle all of your cooling needs. Please be sure to call us for all your AC service and installation needs. Our Service Plans, as well as Tank Guard and SmartPay programs are featured in this newsletter and are great value added services that any automatic delivery customer is eligible to receive. For those thinking about replacing their boiler or furnace, be sure to take advantage of our 0% financing offer available, see details inside. Lastly, be sure to enter into our contest to win a free Android Tablet, winner will be chosen this summer! We look forward to receiving your entry. As always, we appreciate your business and look forward to servicing your future heating and cooling needs.

— Anthony Santoro Jr.

### Summer Outlook

### Customer Spotlight



Source: www.Weather.com

This past winter was one of the warmest on record and we had a record number of days in the 50's during the months of December, January, and

February. This warmer than average weather that came thanks to the El Nino will continue into the summer. The Weather Channel has published their spring and summer outlooks for the US. We can expect to see above average temperatures this summer, which means plenty of days at the beach, around the pool, and in the back yard. This means we should see more heat waves than we did last year, as we had a fairly mild summer. Check inside for our piece on mini-split air conditioners and how they can keep you cooler while saving on your summer electric



Bob of Boylston had two Fujitsu Mini-Split Air Conditioners with a heat pump installed in June of 2015. With a cooling season and a heating season behind us we wanted to follow-up with him to see how his

AC with a heat pump has been. He and his wife have been happy with the performance of the two units located on the first floor and in their bedroom. The 1st floor unit cools the entire downstairs of their Boylston home. "When it is on auto cool during the day, you can feel it when you walk in the home" said Bob about the downstairs unit. In past summers, Bob would install window units only upstairs to combat the rising summer heat. He couldn't stand the noise they would produce anymore and didn't know how or where to get them serviced. With the mini-split units he knows that he can call our office and someone will be out to check on the unit. The heat pump option was a big factor in his decision, knowing that he could get some supplemental heat on a cool morning was very important.

# Service Plans

# SmartPay Plan

The boiler or furnace that heats your home and sometimes the water that flows through your home is very similar in practice to the engine in your car. Every once in awhile it needs a little TLC, this is where preventative maintenance comes into place. A technician comes out to your home and thoroughly inspects your burner and heating system. Then cleans any nozzles, hoses, or other parts. Preventative maintenance helps the technician find small issues and fix them or let you know of them before they become bigger issues.



Preventative maintenance is covered in the price of our Silver or Gold service plan, we recommend that this service be performed once a year. We try to schedule them from the Spring to the early fall, if you haven't scheduled your preventative maintenance yet for 2016,

please call us today. For those who have gotten their preventative maintenance done and are interested in a service plan, please call us and we will get you signed up at a reduced rate. Service plans cover you for a wide variety of issues and provide you peace of mind.



## Recipe

### Sweet Polish Kielbasa

- 3lbs kielbasa, cut into 1 inches pieces
- 1/2 cup Worcestershire Sauce
- 1 Tablespoon and 1-1/2 teaspoons fresh lemon juice
- 1 onion, chopped
- 3/4 cup brown sugar
- 3 dashes hot pepper sauce
- 1 cup water



Place kielbasa and onion into a slow cooker.

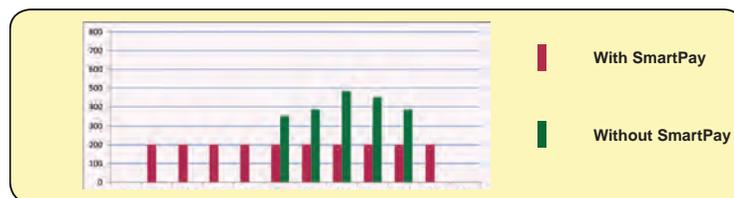
Pour mixture over kielbasa and onion and cook for 6-8 hours on low.

Serve with desired sides and enjoy!

Mix Worcestershire sauce, lemon juice, brown sugar, hot pepper sauce, and water in a medium sized mixing bowl.

Many of our customers received a phone call or letter during the winter about a change in their monthly SmartPay payments, for most this was a reduction in your monthly payments. This is a perfect example of how our SmartPay is constantly working for our customers. At the beginning of each SmartPay period, June through August we look over your account take into consideration the average temperatures for the winter, how you've heated your home in the past, and few other factors and determine how much oil you will use for the heating season. Halfway through the heating season, we will re-evaluate your SmartPay account to determine whether your fuel usage is on track to meet our pre-season payment projections. We will contact you if any adjustments to your account are needed.

The SmartPay plan helps to spread out your heating costs so you don't have to worry about large delivery costs. If at the end of the SmartPay plan you have money remaining, it can be rolled over to next year's budget or we can send you a check for the difference.



# 2016 SPRING HOME SHOW

Once again ckSmithSuperior was featured at the 2016 Spring Homeshow at the DCU Center in Worcester. Thanks in part to the fact that there wasn't 5 feet of snow on the ground, we had an excellent turnout. We would like to thank all of our customers that visited our booth and asked about the equipment on hand and the many services that we offer. For those who weren't able to get out to the home show, we had some of our most popular pieces of equipment on hand. This included the Weil McClain Oil and Propane boiler, Armstrong Air furnace, Honeywell generator, Fujitsu mini-split air conditioner, and a Boch water heater.

We find that a lot of our customers have older heating and cooling equipment in their home. Modern heating and cooling equipment uses less energy than their older counterparts. The reduced amount of energy used to create the heating or cooling experience can pay for the system in as little as 5 years and will continue to keep you comfortable for years to come. Preventative Maintenance helps to keep your system at peak performance, you can find out more about that inside.



## MINI SPLIT DUCTLESS AIR CONDITIONER

One of our most popular pieces of equipment at the home show was the Fujitsu Mini-Split Ductless Air Conditioner. Mini-Split AC's are wall mounted air conditioners with an outside compressor, similar to a Central Air Conditioning system. In fact you can link several mini-split AC's together to form a central air system. How do mini-split ac's differ from windowed, portable, or central duct air conditioners?

Windowed AC's are the most common and are usually the cheapest to buy, they perform decently but do not have to meet any federal energy requirements. For those who own these know all too well that they require annual installation and removal, otherwise you'll have one cold room during the winter. Portable AC's can be moved around a room but require a hose hook-up to a window, limiting their portability. They do not perform well while still requiring a window. Central Air conditioners are found in new construction or homes that have existing ductwork that can meet the requirements of the needed airflow. These are typically more expensive to install in homes that do not already have ductwork in place.

Mini-Split Ductless Air Conditioners on the other hand offer exceptional performance while using less energy than their window counterparts and depending on how your home is designed can outright replace several window units with one singular mini-split unit. They do require "ductwork", a small amount of piping that connects the unit with the condenser. Mini-Split units offer exceptional comfort, flexibility in location, and easy installation. Call today for a free estimate and ask about Mass Save rebates!



# Oil Tank Tray

Protect your home with an oil tank tray. Whether it's from a hose or pipe that has worn over the years or a crack in your tank, oil leaks, drips, and spills can happen over time. For our customers with Tank Guard we'll replace the oil tank for free, this however doesn't address the oil that may have leaked from your tank to the floor.



An Oil Tank Tray adds a secondary level of containment in the event that your oil tank should leak. The tank tray slides under your existing tank, no lifting or moving the tank required! The tray can hold up to 15 gallons of oil in the event that you don't catch the spill early on. Call today for pricing information on our oil tank tray.

# Tank Guard® Plan

The oil in your tank is subjected to a variety of elements especially during the summer months since the need to heat your home is greatly reduced. Water and oxygen can enter into your tank through the filling process or can be found naturally in the oil and then separate over time in the tank. Water and oxygen are not too friendly to the steel that makes up an oil tank. To reduce your risk we offer Tank Guard®.

Tank Guard is a blue liquid that helps to keep your tank from wear and tear of the elements. This liquid is added during your first delivery of the heating season. With Tank Guard®, in the event your tank fails, the cost of installing a new tank is completely covered.



# Moving in or Moving Out

Selling your home can be a stressful time period. We would like to let you know that you don't have to worry about the amount of fuel that is left in your oil tank. As a customer of ckSmithSuperior, we provide a free tank reading service before your home is sold that will allow you to recoup the value of the oil left in your tank. The final tank reading will be scheduled as you close on your house and will be done by a member of our team.



If you are selling your home and you would like to schedule your final tank reading, please call the office. Be sure to contact us to setup service in your new home as well!

## REFER A FRIEND 508-753-1475 [www.ckSmithSuperior.com](http://www.ckSmithSuperior.com)

To receive your referral reward, please complete the form below and return by mail or contact us at 508-753-1475

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E-mail Address \_\_\_\_\_

Friend's Name \_\_\_\_\_

Friend's Address \_\_\_\_\_

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99 Crescent Street Worcester, MA 01605

# Summer Office Hours

May 2, 2016 - September 30, 2016

Monday thru Friday  
8:00 am – 4:30 pm

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