

# From Our Family To Yours

## A MESSAGE FROM THE GENERAL MANAGER



Greetings from all of us at ckSmithSuperior. We are happy that warmer temps are finally here. This past winter we saw some of the coldest weather in three decades. From December 26th to January 7th we experienced high temperatures in the single digits. Low temperatures dipped below zero on several occasions. Wind was a huge factor as well, several nights the temperature with wind chills dropped to subzero temperatures. This prolonged cold made it extremely difficult for heating systems to keep homes warm and in many cases forced them to run almost continuously during that time span.

February continued with the winter of records with several days of record breaking warmth. The average temperature for February was considerably warmer at approximately 43 degrees. Within the first three weeks of March we experienced several Nor'Easters bringing over a foot of snow during each storm. Even with the official start of Spring, Winter kept it's grasps on us for as long as possible. Throughout all the challenges we faced this winter, our dedicated staff were able to continue to deliver you service with a smile. Thank you for allowing us to be your heating and cooling provider!

Please keep us in mind for all your AC needs this Summer. We have spent a great deal of time training staff to be able to handle your AC service and equipment installation needs, so please call us should you need us. From all of us, have a safe & enjoyable Summer!

— Anthony Santoro Jr.

### Spring Outlook



Source: weather.com

If you were hoping for a warm up after that brutal cold we saw at the end of December and the beginning of January this doesn't appear to be the Spring for you. The Weather Channel is predicting that we'll see below average temperatures through May. This doesn't mean we'll see sub zero temps, it just means that on average this Spring will be colder than usual.

The average temperatures for March, April, and May are 42, 55, and 65 degrees respectively. It's predicted that on average it'll be below those temps. There isn't much of an explanation for this pattern, in the past we've had El Nino's or La Nina's. The only explanation for the constant dips in the temperature is a dipping in the jet stream that lets arctic air drop in.

### Best of Central Mass



This past Fall the Worcester Telegram and Gazette ran their Best of Central Mass awards. Last year we were delighted to win the Best of Central Mass award for Heating and Cooling.

This year we were once again nominated for best heating and cooling company. Thanks to all of our dedicated customers we became back to back winners of the award. Thank you for voting us Best of Central Mass 2 years in a row!

# Access Your Account Online



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Have you ever wanted to quickly and securely look over your billing history or delivery history with ckSmithSuperior? Did you receive an email from us to schedule preventative maintenance and didn't want to call? You can do all those things from the convenience of your desktop, smartphone, or other internet connected device with your online account.

Go to [myaccount.cksmithsuperior.com](http://myaccount.cksmithsuperior.com) to either sign into your account or to sign up for your online account. If you are signing up for the first time you'll need to follow the instructions on the screen.

Through your online account you can view your billing and delivery histories, as well as pay for your deliveries or other balances on your

account. A recently added feature allows you to add a service plan to your account if you don't already have one. You can schedule preventative maintenance and put in a request for fuel as well.

Your online account is a great way to have access to your entire home heating history and be able to make changes to your home comfort from anywhere you have your smartphone. Head over to [myaccount.cksmithsuperior.com](http://myaccount.cksmithsuperior.com) to sign in or setup your online account today. Having trouble logging in? Please call our office and our representatives will be happy to assist you.

Source: NOAA

## Recipe

### Lemon Herb Grilled Chicken

- 5-6lb Chicken cut into pieces
- Salt and pepper to taste
- 3/4 cup chicken broth
- 1/4 cup snipped fresh-left parsley
- 1 tablespoon lemon zest
- 1/3 cup lemon juice
- 3 tablespoon olive oil
- 1 teaspoon dried sage
- 1 teaspoon dried thyme
- 1 teaspoon crushed red pepper
- 3 cloves garlic, minced
- 1/4 cup honey

1. Skin chicken pieces, if you like. Sprinkle both sides of chicken with salt and black pepper. Place chicken in a resealable bag or covered dish and set aside.
2. For marinade: In a small bowl, combine broth, parsley, lemon zest and juice, oil, sage, thyme, red pepper and garlic. Pour marinade over chicken and turn to coat. Chill for 4 to 24 hours, turning occasionally. Remove chicken pieces, reserving marinade. Set chicken aside.
3. Strain marinade through a fine-mesh sieve into a medium saucepan; add honey. Bring to

boiling; reduce heat and simmer, uncovered, for 15 to 20 minutes or until reduced to a glaze consistency (should have 1/4 cup).

4. Meanwhile, grill chicken. For a charcoal grill: Arrange medium-hot coals around a drip pan. Test for medium heat above the pan. Place chicken pieces, bone sides down, on grill rack over drip pan. Cover and grill for 50 to 60 minutes or until chicken is tender and no longer pink (170 degrees for breasts, 175 degrees for drumsticks and thighs). Brush with the glaze during the last 15 minutes of grilling. For a gas grill: Preheat grill. Reduce to medium. Adjust for indirect cooking. Grill as seen below.



credit: www.midwestliving.com

# Win!

## a \$500 Gift Card



What could you do with \$500? Enter into our Spring newsletter contest for a chance to win and find out! Email [info@ckSmithSuperior.com](mailto:info@ckSmithSuperior.com) and share your most recent customer service experience with us. Please use "Gift Card" as the subject line.

To qualify, all **entries** must be received by June 30, 2018.  
**We look forward to receiving your entry. GOOD LUCK!**

**Winner will be chosen and posted on our website:**  
**[www.ckSmithSuperior.com](http://www.ckSmithSuperior.com)**

# Air Conditioning

As we head into the warmer weather we want to go over the types of air conditioners that we offer and the benefits of each type of air conditioner. The two types of air conditioners that ckSmithSuperior installs and services are mini-splits and central air conditioners. We proudly install and service Lennox, Fujitsu, & Haier which we go into greater detail below.

Mini-split units are best used in homes where you want to replace/upgrade from window units but don't have the ductwork in your home or the extra space needed to install central air. This makes mini-split units most popular in homes with boilers. Mini-split's have an interior unit that pipes out to an exterior unit with minimal disruption to your home. Mini-splits work great with an open floor plan where you could cool an entire floor with a single unit. They are a great, energy efficient, and quiet alternative to window ac units.

Central air conditioners are a great add-on for homes that have proper ductwork throughout the home or for new construction projects. Central air conditioners use the ductwork to deliver cool air to the desired room or floor to create a cool climate in your home. The cool air is delivered through registers in the rooms of your home and hot air is extracted from return registers for maximized climate control. Central air conditioners also allow for air quality products to be added. This includes air purifiers, dehumidifiers, and humidifiers to help with allergens, winter dry air, and moist air in the summer.



## Lennox, Fujitsu, & Haier

ckSmithSuperior is proud to offer an excellent line up of furnaces and air conditioners from Lennox and mini-split air conditioners from Fujitsu or Haier.

Lennox furnaces offer a variable speed blower, unlike most furnaces that offer a single speed blower. Single speed blowers are either off or on, this uses a large blast of hot air to heat your home. If you need only a little bit of heat to just get the nip out of the air, single speed blowers can't do that and end up using a lot of energy. Variable speed blowers, like found in Lennox furnaces, allow for the furnace to have low and high mode. The low mode uses less energy while still delivering an exceptional level of heat. Lennox air conditioners are able to function in a similar way with two speed outside condensers. When you need a little bit of cool air, the air conditioner will operate in low power mode, using just the energy needed to cool down your home and help with humidity. When you need a strong blast of cold air, like those 90 degree days or when you have a lot of people over, it'll kick into high power mode. This variable speed technology allows for better efficiency of your system and can help reduce operating costs.

Fujitsu, one of the leaders in mini-split air conditioners and one of our favorite brands to install, continue to bring some of the most energy efficient products to market. The energy efficiency of air conditioners is measured by a rating called SEER or Seasonal Energy Efficiency Ratio. Mini-split air conditioners regularly have SEERs above 16 and can go as high as 33. Mini splits are commonly used as a direct replacement for window units, window units usually have single digit SEERs or none at all. Fujitsu mini splits offer quiet operation, auto on and off, sleep timers, and the use of your window.

Haier has several tiers of mini-split air conditioners, all that deliver an exceptional level of comfort with an unmatched level of style. Haier mini-split air conditioners have a SEER range of 16 to 28 and some of the most desired features; quiet mode, turbo mode, auto changeover, heat pump, sleep mode, and much more. For more information on Lennox, Haier or Fujitsu products, call us today to schedule a free estimate.

# Tune-ups and Service Plans

One of the benefits of being a ckSmithSuperior customer is our excellent service department. We have a service staff of licensed & trained technicians that are available to service your heating system in the event that it breaks down. Now is a great time to schedule our technicians to perform preventative maintenance on your heating system to ensure small problems don't become bigger ones during the heating season.

After the hard work that your heating system did to keep up with the extreme cold, an annual tune-up is just the thing it needs to keep it running as efficiently as possible. Preventative maintenance is included in our Silver and Gold service plans, which cover a range of parts if they need to be replaced. If you've had preventative maintenance in the past we'll call or email you to schedule it during the same month you had it done last year. If you've never had preventative maintenance done, please call us to schedule it or log into your account to schedule it via our website, myaccount.ckSmithSuperior.com.



## Propane Safety



Propane is one of the most energy efficient fuel sources available to heat your home. With energy efficiency ratings commonly 90% or above, propane becomes more popular each year. There is something you should know about propane to ensure you and your family stay safe. When having propane equipment installed be sure the installation is performed by a licensed and insured professional, all of our propane installers are licensed and insured. All equipment installed should have a permit pulled which ensures the installation is in compliance with local MA State code.

Propane is an odorless, tasteless, invisible gas that has the familiar smell of rotten eggs or sulfur added to it afterwards to help in its detection in the event of a leak. Propane leaks can happen from a variety of sources; the tank, piping, or at your appliances. A common propane leak happens when a propane appliance is turned on without an active flame. This usually happens with cooktops or stoves and if detected quickly you can simply turn off the gas. If you smell a gas leak and don't know when it started or where it's coming from follow these steps; **Do not use any electronic device, do not turn off the gas as it may create a spark. Leave the area as quickly as possible. Call 911 from a safe distance and inform them that you have a gas leak in your home.**

Winter may be over but it's a good time to remember a few winter propane equipment tips; keep exhaust and combustion vents clear of snow and ice, piping around your tank should be cleared with a broom to reduce the risk of damage, chimney and vents should be capped or have screens to keep small animals or insects from entering. For more propane information and tips, please visit [www.ckSmithSuperior.com/propane-safety-tips](http://www.ckSmithSuperior.com/propane-safety-tips).

# Check your Home Insurance Coverage

Massachusetts state law requires that insurance companies provide their customers with coverage for leaks from oil heat system and/or oil storage tanks and that homeowners either have an oil safety valve or oil supply line with a protective sleeve. This coverage can be added with a simple phone call to your home insurance company.

Oil leaks in the home can result in hundreds if not thousands of dollars worth of damage to your home and can be a major inconvenience to remediate. The insurance coverage helps to cover the expenses associated with cleaning up and restoring your home to it's prior condition.

ckSmithSuperior offers a variety of products that can help minimize damages from oil leaks. A tank tray can be installed under your tank and can hold up to 15 gallons of oil. Tank trays are an inexpensive way to protect your home. These trays can be installed easily by our technicians. A great time to have them installed is during your next preventative maintenance of your heating system. Roth tanks are a great alternative to standard steel tanks. They have a double insulated wall to prevent against leaks and provide homeowners with up to two million dollars worth of insurance coverage. If your current oil tank is over 20 years old, please consider having us install a Roth Tank. We provide free equipment estimates (includes oil tanks), please contact us anytime for a free proposal of a Roth Tank.



## Equipment Upgrades

**For a limited time only \$250 Discount on Viessmann and Weil McLain Boilers\***



**\*Some exclusions may apply, discounts valid on installations completed before August 31st, 2018. Must be presented at the time of your first quote. Cannot be combined with other offers.**



99 Crescent Street Worcester, MA 01605

# Summer Office Hours

May 29, 2018 - September 4, 2018

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

Saturday  
Closed

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