



warm thoughts cool ideas



A live person
answers the phone
24 hours a day

Winter 2017

PERSONALLY SPEAKING

What's new in 2017?

Dear Friends,

As we settle into the New Year, we're sure you are hoping for a **worry-free winter on the home front.**

To add to your hope—and confidence



Steve, Brenda and Brad Ohl

in R.F. Ohl—we continue to **expand our home comfort services with you in mind.** You can now call on us for complete plumbing services, including the installation and repair of faucets, fixtures and sinks, as well as toilets, showers and tubs. We have

licensed electricians on staff to help you upgrade wiring and take care of other repairs and installations.

We've recently added another installation truck to our fleet to keep pace with demands for new heating and cooling equipment,

from furnaces and boilers to heat pumps and ductless mini-split systems (see our coupon below). There are also more products available to help you improve your indoor air quality, such as multistage allergen-filtration systems.

Please don't hesitate to contact us for any of your home comfort needs. Whether it's heating or cooling, plumbing or electrical or indoor air quality, **we can do it all**—with the utmost courtesy and professionalism.

Warmly,

Steve, Brenda and Brad Ohl

Ensure timely winter deliveries

Avoid a fuel run-out! Our free **automatic delivery program** enables us to calculate your heating-fuel needs and make timely deliveries—without any work on your part!

Here are a few other tips to ensure timely deliveries, especially in poor weather conditions.

- **Clear your driveway of snow from edge to edge.** Our trucks need a space wide enough for an ambulance to get through—not just a normal-sized car.
- **Maintain a clear path to your oil fill pipe or propane tank** to make it easier for our driver to drag the oil or propane hose to your fill site.
- If you prefer to call for your fuel or kerosene, please **let us know when your oil tank is about a quarter full or your propane tank reaches 30%.** Please allow us up to five days for your delivery.

Use your ductless system for heat, too!

Not only do Mitsubishi ductless mini-split systems have air conditioning, they can also be used for an energy-efficient **second heat source.** Contact us today for all the details.



Christine O'Donnell of Jim Thorpe, Pennsylvania, is the latest winner of our Facebook contest. We awarded her a FREE Mitsubishi ductless cooling and heating system, which has made her third-floor bedroom a pleasure to be in! Visit Facebook.com/rfohlfuel and check out the video.

Save \$300

When you install a Mitsubishi ductless A/C system by 3/31/17

Take our one-year test drive:
If you're not completely happy with your system, we'll refund your investment.

RFOhl.com

Cannot be combined with other offers. Other conditions may apply. Contact us for details.



A live person
answers the phone
24 hours a day

Call us! **484-925-2431 • 877-545-8365**

Visit us at: **rfohl.com**



What a difference a service plan makes!

Ever wonder if a service plan is worth the investment? Compare the experience of two customers—one with our Advantage Heating Plan and one with no service plan. Customer A recently had her 10-year-old heating system tuned up—a yearly service included in her plan.

Regular maintenance improves efficiency and can help reduce annual energy costs by as much as 15% a year. Customer B's heating system is the same age. However, he hasn't had a tune-up in a while, so he'll spend more than the cost of a tune-up on additional fuel this year, due to reduced efficiency.

When Customer A needed a new blower motor for her furnace, she received a 15% discount for the repair and didn't pay an overtime or weekend rate, thanks to the service plan. Meanwhile, the same repair cost Customer B more than \$400.

Our oil and propane service plans cover heating systems, mini-split ductless systems, central air conditioners and more. Multiple plan purchases qualify for discounts. For details about our service plans, go to our home page at **rfohl.com** and click on the *Read More* tab under Comfort Plans, or call us.



A live person
answers the phone
24 hours a day

400 Interchange Road
Lehighton, PA 18235

PA Contractor Registration:
#PAOAGHC175

**Change Service
Requested**

PRESORTED
STANDARD MAIL
US POSTAGE
PAID
DG3

Ask the Expert

Q: How can I benefit from your EZ Comfort Plan?

A: There are a couple of options. Our EZ Comfort Plan spreads out your fuel costs across as many as 12 months. Many customers on this plan choose to make automatic payments for further convenience.

You can add price protection to your plan—you pay either a capped price or the market price

on the day of your delivery, whichever price is lower. If you have a service plan, we can spread out this cost into monthly payments as well.

Q: What does your service plan cover?

A: It includes a tune-up, repair coverage and guaranteed priority service should you have an emergency. (See related article above.)

Q: Do you install heating and air conditioning equipment?

A: Yes! To make it easier, we offer both 18- and 60-month financing options.



Erica Probila
home comfort specialist

Q: How would you describe the customer care that you provide?

A: We put our customers' needs at the top of our priority list—always. If there is ever a problem, we respond quickly to make things right again. Check out our reviews on Facebook and other at-large review sites. We think you'll be impressed.

Refer a friend or neighbor to us
and when they become an automatic delivery customer, we'll give each of you \$50!
Contact us for details!