



# in touch with The Mack Services Group

Putting our energies to work for you.™

fall 2006

## PERSONALLY SPEAKING

### 75 years of service to you



### savings, comfort, peace of mind

Dear Friends,

**A** lot has changed since my grandfather, Fred McCorry—affectionately known as Mr. Mack—founded the company 75 years ago. But much has also stayed the same.

We continue to run the company based on my grandfather's founding principles. These include fair pricing and excellent, prompt service delivered by highly qualified people.

#### growth and change

Since 1931, we have grown from providing oil to also offering innovative home comfort solutions, including heating, air conditioning, water heaters and indoor air quality systems.

Over the years, we've continued to provide the best value and service in the area—even during tough times such as wars, economic turmoil and energy market volatility. Our goal continues to be to offer solutions to



protect our customers no matter what's going on in the energy markets—or what curveballs Mother Nature might send our way.

#### protecting you

In this special anniversary edition of our newsletter, we have included articles on how we can help you save energy and money. The best ways are having regular maintenance done on your current comfort equipment and replacing old, outdated equipment with new, high-efficiency systems.

Another way we are observing our 75th anniversary is with our long-time customer contest. If you think you may have been with us the longest, let us know. (See box below for details.)

We thank all our customers—whether you've joined us recently or you've been with us many years—for your loyalty, and hope to continue keeping you safe and comfortable for years to come.

Warmly,

David McCorry  
President

**A**s we enter the heating season, you want to ensure that your equipment is in tip-top shape. There's no better way to do that—and to protect you from the high cost of repairs—than to sign up for our **service plan**.

The annual tune-up, which is included in our service plan, keeps your heating system running at peak efficiency, reduces the likelihood of a costly breakdown and helps you conserve fuel (which, in turn, lowers your energy bills).

If your system does need repairs, you will be covered for many parts-and-labor charges that otherwise would cost hundreds of dollars.

This winter, saving money on your family's comfort is more important than ever. We're doing all we can to provide you with the cost-efficient service you expect and deserve.

Please call us today or return the enclosed card to find out more about the benefits of signing up for our service plan.



## Do you remember Mr. Mack?

If so, enter our  
long-time customer contest.

**A**s we celebrate our 75th anniversary, we realize we wouldn't be where we are without our customers—many of whom have been with us for decades and may remember our founder, Mr. Mack! We're looking to see who's been with us the longest. If you think you might qualify, send back the enclosed card with the approximate number of years you've been with us. You could **WIN a \$175 GIFT CARD to a local restaurant of your choice.**



THE MACK SERVICES GROUP

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Berwyn location: 45 Branch Ave. Berwyn, PA 19312 (610) 644-0562
Parkesburg location: 130 South Church St. Parkesburg, PA 19365 (610) 857-5525



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75th Anniversary logo (1931-2006)
Celebrate our 75th anniversary by entering to win a \$175 restaurant gift card!

replace your old systems and save

If your heating system is more than 15 years old, breaks down frequently and doesn't heat your home as well as you'd like it to, and if you have unusually high fuel bills, now may be the time for a new system.

By replacing an old, inefficient heating system with new, high-efficiency equipment, you can save 30% on your energy bills. What's more, a new heating system can keep your whole house warm,

even on the coldest days. You will also have peace of mind knowing that your system won't break down when you need it most.

So why not replace your old, inefficient equipment with a new, high-efficiency system. We'll give you \$250 off when you buy a new heating system by Nov. 15. You can also apply for low-interest financing through our EnergyLoan program.

To schedule an appointment for a FREE estimate, call us or mail back the enclosed card today.



Purchase a new heating system by Nov. 15 and SAVE \$250.

it's an honor to serve you!

Community groups often present awards to businesses that set new standards in quality service. We are pleased to tell you that our commitment to your comfort and satisfaction has earned us the 2006 Business of the Year Award from the Berwyn-Devon Business & Professional Association.



We also received a citation from the Pennsylvania House of Representatives recognizing our service activities in the community.

To be recognized this way for our high standards of service is like receiving a seal of approval that no other company has. But, of course, you are the final judge!

As we celebrate our 75th anniversary, we'll continue to provide you with the best value and service in the area, now and for years to come! It's an honor to serve you.

SNAPSHOT



Dick Griffin, our installation technician and oil driver who joined us in 1972, knows the value of dependability and unwavering service quality to customers.

"I believe that if you find a good company, you don't shop around, whether you're an employee or a customer," says Dick, who has been with us longer than any other employee (with the exception of members of our founding family, the McCorrys). In fact, he advises customers to "stick with someone who provides the most value and service, whether you're buying fuel or equipment."

"You want someone who will be there for you, providing good service, being at your home when they're supposed to and installing or fixing things right the first time," he adds.

Serving others is a big part of Dick's off-the-job life too. He has been a

volunteer firefighter for 43 years. Dick also enjoys spending time with Karen, his wife of 31 years, and their two sons, Patrick, 25, and Matthew, 24.



Dick Griffin installation technician and oil driver