

in touch

with THE MACK SERVICES GROUP

winter 2007

PERSONALLY SPEAKING

stay with someone you know and trust

Dear Friends,

Everyone knows the importance of doing business with knowledgeable and professional people that you can trust to look out for your interests.

For example, when your child gets sick in the middle of the night, you want a family doctor who won't wait till morning to call you back. And when your car breaks down, you want a mechanic who'll fix the problem without charging you for things you don't need.

keeping you comfortable

Over the years, we've always done our best to develop trusting and enduring relationships with our



customers. It's more than good business sense; it makes our jobs more rewarding.

Our expert technicians know your comfort equipment inside out—its history and its “quirks.” What's more, they are always here for you in an emergency—day or night.

saving you money

Aside from the obvious ones, there are many reasons to stick with a company you trust. When you have a long-term home comfort partner like us, we can monitor your fuel use over time and let you know if you're spending too much on heating your home. And because we regularly service your comfort equipment, we can spot potential problems before they become big ones. Plus, we are committed to looking out for

your family's comfort.

For example, unlike other fuel companies in the area, we treat our fuel with an additive that protects your equipment and prevents problems. It's part of a “wellness program” designed—along with regular tune-ups—to keep things running smoothly and maximize equipment life. See page 4 for details on this fuel additive.

This winter and through the coming year, we will continue to provide you with reliable, responsive service. In a world where shady deals and shoddy service abound, we are one company you can count on!

Warmly,

David McCorry
President

PS. Congratulations to our long-time customer contest winner. He has been a customer for XXX years.

a memorable meeting with Mr. Mack

Sterling Rickenbach of Berwyn is a loyal customer for 45 years, he still remembers the first time he met Mr. Mack. It was way back in 1961. “I was just moving into my new home from Baltimore, Maryland,” he recalls, “And there was Mr. Mack, standing in my driveway like the local welcome wagon.”

“He welcomed me to the neighborhood and told me that he owned a local heating

and cooling company, and would be pleased if I'd give him a try,” adds Mr. Rickenbacher. “Well, normally I'd be put off by that kind of overt salesmanship, but there was something about the man's enthusiasm that made me trust him right off. So I decided to give him a chance. And I've never been sorry. For 45 years Mack Services has

always given me the kind of responsive, reliable service Mr. Mack promised me all those years ago.”

“... and there was Mr. Mack, standing in my driveway like the local welcome wagon.”

Berwyn location: 45 Branch Ave.
Berwyn, PA 19312
(610) 644-0562

Parkesburg location: 130 South Church St.
Parkesburg, PA 19365
(610) 857-5525

- ✓ money-saving tips for heating bills
- ✓ "long-time customer" winner!

your partner in energy savings

We want to do all we can to help you conserve fuel and lower your heating bills. You can achieve the most savings by replacing

an outdated heating system and by making sure that your current system is regularly maintained.

Other ways to cut heating costs include installing or improving weatherstripping,

and using programmable thermostats. Here's another: simply get yourself in and out of the front door faster. There are even

more ideas, like the ones listed below.

- ☀ Move furniture so it doesn't block baseboard heaters, radiators or heating vents.
- ☀ Keep draperies and shades on south-facing windows open during the day, allowing the sun to warm your home. Close them at night to keep out the chill from cold windows.
- ☀ Make sure windows and doors are well insulated to prevent heat loss. Weatherstripping can stop small air leaks.
- ☀ Be sure your attic has sufficient insulation and that it is in good condition.
- ☀ Install storm doors and windows.



SNAPSHOT

When you're finally ready to consider a new heating or cooling system, or looking to improve your indoor air quality, please give us a call. Chances are you'll speak with Eric Jameson or another member of our equipment sales staff.

If Eric, a 17-year veteran at the Mack Services Group, takes your call, he'll come to your home to find out what you want from a comfort system and what you don't like about your current system. Dry air? Hot and cold spots? Indoor air making your family sick? Fuel bills too high?

Since he knows so much about comfort equipment, Eric can help you find a solution to your problem. His expertise and dedication is demonstrated by the many certifications he has earned, including NATE* certification. He is also vice president and education chairman for a local chapter of the National Association of Oil Heat Service Managers.

Off the job, Eric enjoys spending time with his wife Lisa and their son Dylan, 3. Eric is also an avid golfer.



Eric Jameson
equipment sales
representative
for Parkesburg office

* North American Technician Excellence

the difference is like night and day!

An oil tank's biggest enemy is corrosion caused by sludge. That

is why before we deliver your oil we add **Fuel Right®**. Oil treated with Fuel Right is less likely to clog lines and filters or corrode your tank. Fuel Right can also help prevent

breakdowns caused by clogs and sludge in the system and can extend equipment life.

While other dealers may be satisfied with delivering the untreated oil they pick up from their suppliers, we like to give our customers a little something extra—like Fuel Right. *And there's no extra cost.*

The oil filter on the left is from a system that burned untreated fuel. The filter on the right used Fuel Right.

