

# in touch

with THE MACK SERVICES GROUP

winter 2008

## PERSONALLY SPEAKING

### finding new ways to save you money

Dear Friends,

**H**ere at Mack Services we're continuously upgrading our programs and services as part of our overriding mission to give you the best value possible. For starters, we created a new logo—which you may have noticed on our trucks, our office building and our technician's uniforms.

But we're changing more than just our image. We're focused on new ways to help you keep your costs under control.

#### new service plans

One of most significant changes we made was to revamp our service plans last fall. The tune-up included in the plans will restore your heating system to peak condition, which will save you *as much as 10%* on your heating bills every winter. The plans also provide valuable protection against costly repair bills and guaranteed priority service. (See the related article on the right.)

#### managing your payments

Another way we help you cope with today's high energy costs is with programs like **SmartPay**, which combines a price cap with a convenient monthly payment option. (Please see back of this newsletter for details).

#### new website coming

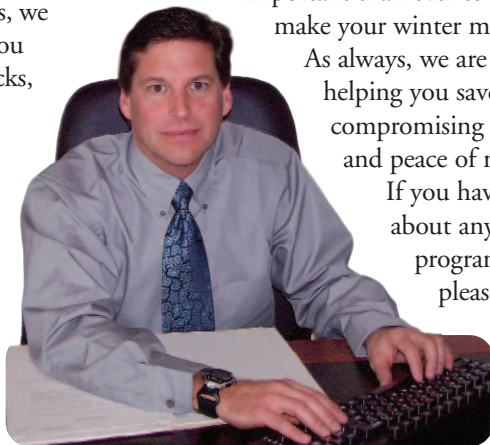
To enhance our service to you, we're also working on some changes to our website. Watch for our new website, which will include details on our products

and programs as well as a wealth of money-saving tips and special offers.

You can be assured that we will continue looking out for you. With heating costs as high as they are this year, it's more important than ever to find ways to make your winter more bearable.

As always, we are committed to helping you save without compromising your comfort and peace of mind.

If you have questions about any of our programs and services, please don't hesitate to call us.



Warmly,

David McCorry  
President

### service plans save \$\$\$\$

**W**ith energy prices so high, having your heating system tuned up every year is one of the smartest things you can do. Yearly tune-ups cut up to 10% off your heating bills and reduce the chance of a breakdown.

For a few dollars more than what it costs for your tune-up alone, you can enroll in our new and improved **service plans**. With coverage that extends to more than 150 parts, no diagnostic fees, and a *guarantee* that when something goes wrong we'll be there in less than four hours - it's well worth the cost.

What's more, our **flat-rate** pricing policy means we're always up front about our pricing, so you'll never get any unpleasant surprises later on. To find out more about our service plan options, complete and mail back the enclosed reply card.



## WIN an HD DVD camcorder and disc player!

**Thank you for being our customer!** We'd like to give you a chance to

win these great prizes. To enter read this newsletter and answer the questions on the enclosed reply card. If we receive correct answers from you by April 25, we'll enter you in our drawing.



No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

**Total prize value:  
\$2,200**



**Canon's HR10 DVD camcorder** provides high-definition recording on standard 8-cm DVDs. For superb quality playback, match it up with **Samsung's BD-UP5000 Blu-ray and HD DVD Hi-Def Duo Player**.

- ✓ win a camcorder and a disc player\*
- ✓ you could save up to 30% on heating bills

\*No purchase necessary. A purchase will not improve chance of winning. See enclosed card for details.

## slash heating costs for good

**T**hese days who wouldn't like to cut their heating bills down to size? Well, it might be easier than you think.

If your heating bills are out of control, your old heating system may be to blame. A system that is more than 15 years old can lose as much as 40% of its heat due to poor insulation of the equipment and outdated technology that limits efficiency.

There's never been a better time to replace your old, inefficient equipment with a new, high-efficiency heating system. Not only is it possible to *save up to 30% on your heating bills*, but you'll also enjoy greater comfort.

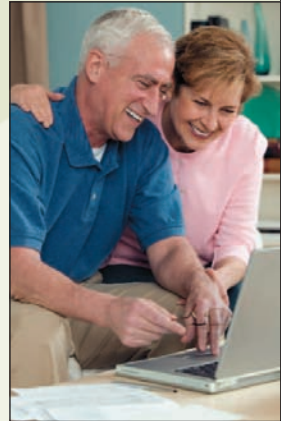
Plus, a reliable new system offers the security of knowing you won't have a breakdown when you least expect it.

With the money you save, a new system could pay for itself in just a few years. For a FREE estimate on a new system and the potential savings, call us or return the enclosed reply card. Ask about our special financing terms too.



## price protection really pays off

**T**his year's high fuel prices mean those of you who enrolled in our **SmartPay** program, which combines a price cap with a monthly payment option, made the right choice. During these volatile times, we are committed to helping all our customers save money and manage their fuel bills.



## flexible solution for installing central air

**T**hink your home can't accommodate central air because it doesn't have room for ductwork? Consider **SpacePak**, the flexible solution that makes central air possible regardless of space limitations.

Instead of bulky metal ductwork, SpacePak uses flexible two-inch tubing, which is threaded through walls, floors and ceilings, requiring one-tenth the space needed for conventional central air conditioning.

**SpacePak requires one-tenth the space that conventional central air does.**

To learn more, go to [SpacePak.com](http://SpacePak.com), return the enclosed reply card or call us.

## gas up round-the-clock

**A**s a Mack Services Group customer you get the benefit of a **Pacific Pride gasoline card**. Use your card to fill your car's gas tank at any of our 1,300 locations nationwide. Six of them are right here in our service area—and they're open 24 hours a day.

No waiting and no need for cash. For easy one-stop shopping, we add your gas charges to your monthly fuel bill. If you have questions or lose your card, just call us or return the reply card.



**PACIFIC PRIDE**