

Jack Manzer Latest Recipient of the Betty J. Smith Client Service Award

On Wednesday February 4th, Jack Manzer received the Betty J. Smith Memorial Award for Outstanding Client Service. Jack was recognized by his peers at an early morning breakfast celebration at Scott Smith & Son.

Several times a year one of the Scott Smith & Son employees is elected by their peers to receive this highly esteemed award. This award is presented in honor of the fine example and tradition of outstanding client service instilled in our company by Betty J. Smith. Congratulations, Jack!

Jack Manzer, Hyde Road in Owego, is the son of Ray and Francis Manzer. He grew up locally in Catocton with his three brothers Ray, Bob, and Gary; and his two sisters Joanne and Ruth.

Jack married the love of his life, Ruth in 1973. They have four children Nathanael, Joshua, Jeremiah, and Naomi.

The Manzners were caught just before the holidays spreading cheer as a family, by placing decorations on our delivery and service vehicles.

Some of you may remember Jack being a Village of Owego Police Officer for 11 years, or as an Officer in Vestal for 9 years. He also has worked

for Southern Tier Harley Davidson, and then directly for the Harley Davidson Motor Company in Milwaukee, Wisconsin. He was a lead instructor in the "Riders Edge Motor Cycle Academy." He "trained the trainers" for motorcycle safety training all over the United States.

We are extremely happy that Jack's keen sense of driver safety has brought him to our company as a propane bobtail tanker delivery driver. You can see him daily driving the roads of Tioga County delivering WarmComfort.



Jack's wife Ruth was also a safety trainer for Harley Davidson, so the Manzners got to do some traveling together until they decided to come back home. We were unable to convince Ruth to navigate one of our fuel delivery vehicles; because she had taken a position with United Health Services as their "Cancer Care Coordinator."

Jack tells us that his continual smile and positive attitude come from his desire to help people. It is obvious to us that the Manzer family has adopted that attitude within their entire family and we are glad that they have become a part of the Scott Smith & Son "WarmComfort Family."

Financial Assistance is Available!

Scott Smith & Son would like to remind our clients about New York's Home Energy Assistance Program (HEAP). If you need help in paying for your home heating costs this season, we encourage you to apply.

Benefits are granted based on income. Individuals may contact Tioga Opportunities at 687-4120, or Tioga County Department of Social Services at 687-8300 to apply.

Please remember: Apply for HEAP when you are getting near having ¼ tank, as it may take up to a week to deliver your fuel.



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Beat the Heat!

It's early March... is it winter? Sure does feel like it! It seems to have been a VERY LONG one, too! In a very short time, it will be spring and soon after, hot summer temperatures will be with us. Heat seems like a pleasant thought right about now, but when things get hot and sticky, and sleeping gets uncomfortable, that's when we begin to think about air conditioning.

Beat the late spring and early summer rush for central air conditioning installation. Give us a call for a free air conditioning estimate. Dependability is a cool thing when you have a Heil central air conditioning unit installed by Scott Smith & Son, your COOL WarmComfort Dealer!



Like Family

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News and Information for Our Valued Clients • Spring, 2009

Proper System Maintenance Helps Protect Your Investment

Scheduling an Annual Tune-up Can Avoid Problems, Insure Your Comfort, and Save You Money!

It is very important to have regular maintenance on your heating and cooling equipment.

Just as a well running car can get the best gas mileage and keep you safe on the road, properly running furnaces will run more efficiently and keep you comfortable. One of the best ways to avoid problems with your heating and air conditioning systems is to prevent the problems before they even occur.

You can do this by scheduling regular cleaning maintenance for your heating and cooling systems. With Scott Smith & Son Heating and Air Conditioning service, you can

rest assured that your furnace system is being taken care of by highly qualified technicians keeping your system in the best condition for your year-round needs.

Remember that even the best heating and cooling equipment; if not maintained properly, can cause problems.

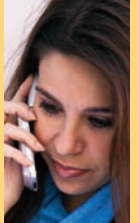
Having your Furnace and Air Conditioner serviced on a regular basis has many BENEFITS for you:

- Lengthens the life of the equipment by keeping it in good working condition.
- It maintains efficient operation when clean which saves you energy dollars.
- It will save you money by eliminating costs of needed repairs and reducing any major repair expenses.
- It assures you of service by experienced and qualified technicians from an established dealership that will be there when you need us.
- Regular service protects your warranty.



Thermo Pride

What to Do BEFORE Calling a Service Technician



Keeping a few things in mind before placing that service call can save your family time and money.

If your furnace will not turn on:

- Be sure the emergency switch did not accidentally get turned off.
- Check all fuses & circuit breakers.
- Be sure the thermostat is set 5 degrees or more above room temperature
- If you have a boiler system, check to see if the water is at the proper level.
- If you have a programmable thermostat, check the clock to see if it is correct.
- Push the "RESET button" on the burner (ONLY ONCE!!!).

If there is black smoke around the smoke pipe, or is coming out of the chimney:

- This can be a sign of your furnace not performing correctly; you should have someone service your unit as soon as possible.

As always, proper maintenance of your furnace is important.

Your furnace should be cleaned by a trained service technician once a year.