



hot tips

from P. GAGNON & SON, INC.

winter 2014

PERSONALLY SPEAKING

you'll always stay warm with us

Dear Friends,

This is the time of year when people really enjoy the comforts of a warm home. And it's a lot more comforting knowing that they have a reliable full-service fuel company looking after them.

To that end, our technicians have already prepared many heating systems for winter with preventive-maintenance tune-ups. Our equipment experts continue to install new systems for customers who want to upgrade for better efficiency and greater comfort. (See article on page 4.) And with crippling storms like Hurricane Sandy seemingly becoming the new normal, we are seeing a big demand for whole-house generators.



Mark Gagnon

We take care of you in other ways. If you get automatic deliveries, you can rest assured that you will receive your heating oil or propane in plenty of time. You can also take comfort in knowing that we've got you covered with an abundance of fuel in storage. We'll keep you warm all winter long, no matter how cold it gets.

Thank you for choosing P. Gagnon & Son to

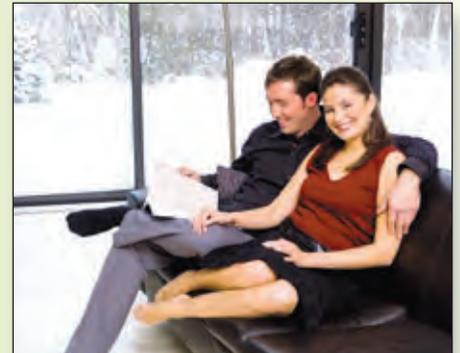
look after your home comfort needs. We truly have your best interests at heart.

Warmly,

Mark Gagnon
President

all heating oil is not the same

When we deliver fuel to you, it's typically 2% to 5% biofuel. Since the government requires refineries to use a certain percentage of renewables in their fuel, all oil dealers around here deliver a biofuel blend.



But we don't stop there. Unlike many other dealers, we also treat our biofuel blend with an UltraGuard additive, which helps keep your system running efficiently and problem-free.

UltraGuard prevents unnecessary service problems. Industry studies show that 40% of unscheduled service calls are related to fuel quality. (Our technicians love UltraGuard because it means many fewer late-night service calls!)

Here's what UltraGuard does:

- **reduces** bacterial and fungal growth
- **conditions** the oil to maximize heating system efficiency and reliability
- **protects** your tank from rust and corrosion
- **keeps** heating system components cleaner
- **helps maintain** the efficiency of your system

Adding UltraGuard to your heating oil— at no extra charge—is just one of the steps we take to provide you with the very best value and service.

WIN a Weber grill!

Make next summer's backyard barbecues spectacular ones with this high-end Weber propane grill. Read this newsletter and answer the questions on the enclosed reply card.

All entries received by 5/14/14 with the correct answers will be entered into a drawing for the prize.



The **Weber Summit S-420** features 650 square inches of primary cooking area and four stainless-steel burners that generate 48,000 Btu's per hour of intense cooking heat.

Can't you hear those steaks sizzling already?

Total prize value:
\$1,500!

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

Our service technicians are like private investigators, solving cases from simple to complex. During the winter, they're on the job day and night, using their skills and diagnostic tools to fix comfort problems. As you read about their investigations, look for clues to see if you can shine a light on the case before they do.



the case of the lost heat

Grace D. calls to report a loss of heat. Our investigator begins by interviewing the only witness. He asks Grace:

- **How was your system running before it stopped?**
- **Was it making any odd noises or emitting unusual odors?**
- **Have you done anything to the system?**

Grace confesses she pressed the system's reset button twice, but each time the system ran for only a few minutes before shutting off.

After explaining why the reset button should not be pushed more than once (see Exhibit A), our investigator then rules out the "usual suspects" for



emergency switch

heat loss. He finds that:

- ✓ **power switches and circuit breakers are in the "on" position.**
- ✓ **the thermostat is functioning properly and its setting is above room temperature.**
- ✓ **there is fuel in the storage tank.**

Now he gives the system a thorough examination and discovers a dirty flame sensor (see Exhibit A). After cleaning the sensor, he gets the system running again.

Amateur investigators might stop at this point, but not our expert! He knows if he doesn't learn **why the sensor became dirty** in the first place, the same problem will happen again.



typical propane reset button

Exhibit A: reset button

The reset button is a **safety control** that shuts the system down if a problem is detected. In this case, the flame sensor could no longer "see" the burner's flame, which tripped the reset.

The **reset button should never be pushed more than once.** You may damage your system if you keep pushing it. If your system shuts down again after you push the reset button, call us for service.



typical oil reset button

Clue # 1: The system had been serviced a few months before. A properly maintained system **should always** burn cleanly. Our investigator needs more information from Grace. "Have you made any changes in your home recently?" he asks her.

Clue # 2: Grace remembers that she recently had exhaust fans installed in the kitchen and bathroom. Our investigator now has the solution to the problem.

Can you guess what it was?

Solving the case

Combustion gases exit the home through a chimney or exhaust vent. But normal draft can be reversed by negative pressures. The exhaust fans drew combustion gases back into Grace's system, causing it to clog and shut down. Our investigator installs a part to eliminate this problem. **Case solved!**

TIP: *If you make renovations to your home, let us know. We may be able to prevent these changes from having a negative impact on your heating system.*

solving the "repair or replace" mystery

Use these guidelines

if you're wondering whether you should repair or replace your central heating system.

- ✓ **If your system is well maintained, less than 10 years old and still under warranty,** repairing is usually the better option in most cases.
- ✓ **If the repair involves replacing major expensive parts, your system is 15 years old or older and you're using more fuel than in the past,** investing in a new system may be the better choice.



Stay with oil or switch to propane?

If you're ready to replace your old oil heating system, talk to us about converting it to propane. As a company that installs and services both oil and propane heating equipment, we'll give you an honest, objective opinion about which fuel may best suit your family's needs. We can discuss:

- ◆ **a payback analysis** that tells you the amount of time it will take to recover your installation costs based on your annual energy savings.
- ◆ **the relative efficiency** of oil versus propane.
- ◆ **your total expenditure** should you decide to switch.

No matter whether you decide to repair or replace, or convert from oil to propane, we want to remain your trusted home comfort company. We have the knowledge, resources and experience to provide you with excellent service and great value for many years to come.

the case of the missing hot water

Victor T. contacts our investigator

because his family keeps running out of hot water. He is also concerned about his electric bills, which keep getting higher.

Can you guess what the problem is?

Our investigator arrived and did a complete analysis. He spoke with Victor and his family about their pattern of hot water use. He explained that this was especially important when a new water heater is being considered. He gathered information by asking questions like these:

- **How many people live in the home?**
- **When are showers taken and for how long?**
- **What time of day is most of the laundry and cooking done?**

This information made it easier for our investigator to recommend the right equipment—a water heater that would satisfy the family's hot water needs.

Based on his fact-finding, our investigator estimated the family's daily use of hot water and how it breaks down:



Propane water heating options include tankless units and hybrid tank-tankless systems.

four showers	80 gallons
one dishwasher cycle	14 gallons
one washing machine cycle	30 gallons
meal prep/rinsing dishes	15 gallons
cleaning/miscellaneous	6 gallons
TOTAL	145 gallons

Solving the case

To ensure that the family's water heating requirements would be met, our investigator recommended replacing their old, inefficient electric water heater with a propane unit.

He explained that the current electric water heater could only produce 40 gallons of hot water an hour. That's why the family kept running out of hot water when everyone took their morning showers.

After a new high-efficiency propane unit was installed, the family's hot water troubles disappeared—and so did their high electric bills. **Case solved!**

exploring your energy options?

Many homeowners are reassessing their energy needs and asking questions about possibly switching from oil heat to propane. As a company that installs and services both oil and propane heating equipment, we are a good source of information on this topic, and we invite you to come to us with your questions.

We'll discuss a range of issues, including a payback analysis that tells you the amount of time it will take to recover your installation costs based on your annual energy savings. We'll discuss the relative efficiency of oil versus propane (see chart at right) and we can calculate your total expenditure should you decide to switch.

Just call us and we will give you an honest, objective opinion about which fuel may best suit your family's needs. No matter what you decide to do, we want to be your home comfort

company, and we have the knowledge, resources and experience to provide you with excellent service.

	Heating Oil	Propane
Btu's per gallon	138,500	92,500
Average system efficiency ...	80%–85%	90%–95%
Price per gallon*	\$3.69	\$2.69

*Average retail price as of December 2013. Propane price assumes usage of 1,000 gallons.

stay warm for less

Now is the time to replace your heating system and cut your annual heating costs by 30% or more!
We offer a range of high-efficiency options from trusted manufacturers like Viessmann.

Get **50 FREE GALLONS of propane** when you install a Viessmann propane gas boiler by 4/30/14.



Call us today to request a free estimate.



215 Main Street
South Berwick, ME 03908



PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
MPI

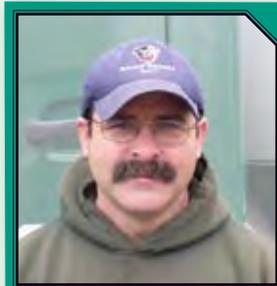
do you know these folks?

It's the people at P. Gagnon & Son who make us the best fuel and service provider in the area! Here are three members of our team who work hard — year after year — to ensure your safety, comfort and satisfaction.



Theresa Painter
service dispatcher

- 10 years of service with P. Gagnon & Son
- Uses her technical skills to dispatch our service vans promptly and efficiently
- Loyal New England Patriots fan



Todd Leach
driver

- 20 years of service with P. Gagnon & Son
- Loves working outdoors and meeting new people
- South Berwick volunteer firefighter; coaches his son's football and lacrosse teams



Jeff Smith
service technician

- 3 years of service with P. Gagnon & Son
- Certified propane technician and installer
- Stays in shape by hiking and chasing after his two-year-old son