



comfortable thoughts



from JONLE HEATING & COOLING
Service at the Highest Level!

PERSONALLY SPEAKING

a new look for JonLe

Dear Friends,

I'd like to take this opportunity to introduce you to our new logo. We spent a lot of time working with our design team to come up with a logo that accurately represents the identity of our company as we move into the future.



Today we are more than a heating and cooling company. We are an indoor air quality company, helping you breathe easier and stay healthier inside your home, with products such as electronic air cleaners, humidifiers and ultraviolet (UV) lamps.

We are also your energy savings partner, offering you "green" solutions, such as

geothermal, that will enhance your comfort and dramatically lower your energy bills.

You'll be seeing our new logo on JonLe and Tri-County service vehicles, as well as our website and other places. We're excited about our new look and hope you like it as much as we do.

At the same time, we want to assure you that even though our logo has changed, everything else you have come to value about our company—our people, our service and our commitment to your comfort—has not.

As we enter our 51st year of doing business, we look forward to the next 51 years, taking care of our customers and responding to all of your home comfort needs.

Warmly,

Greg Leisgang
President

save two ways with high efficiency

JonLe carries some of the top names in home comfort systems. Right now some of our manufacturers are offering rebates of up to \$1,250 on high-efficiency systems.

If you choose an ultra-high efficiency system, you may also qualify for a \$500 federal tax credit. In addition, Duke Energy is offering up to \$400 in rebates.

SAVE up to \$2,150!

up to \$500 federal tax credit
up to \$400 Duke Energy credit
+ up to \$1,250
high-efficiency systems rebate

= up to \$2,150 SAVINGS

All told, you have the potential to save more than \$2,000 on a new high-efficiency system. What's more, JonLe is offering qualified homeowners special six-month, no-interest financing.

If your current a/c system is 15 years old or older, you should consider upgrading to high-efficiency equipment. Not only can you take advantage of various savings incentives, but you'll pay less to cool your home each month. Many homeowners have reported saving 30% or more.

Summer is just a few months away. For a cooling system evaluation go to JonLe.com or TriCountyHt.com and click on the "Get an Estimate" button.

Win an iPad

Here's your chance to enjoy a 16GB iPad! This new wireless tablet from Apple combines the best features of a smartphone and a laptop. It's great for browsing the web, reading e-books, watching movies, looking at photos and more. It's hard to believe a device so thin and light can pack so many features! **Read this newsletter and answer the three questions at JonLe.com/iPad.** Submit three correct answers and you'll be entered to win.

- 16GB capacity
- 1.5 pounds
- only 0.5 inches thick
- 9.7-inch LED backlit display
- a multi-touch screen
- the best way to experience the web, e-mail, photos and video

No purchase necessary. A purchase will not improve chance of winning. See JonLe.com/iPad for details.

\$499 value!

HW111-11709

Secrets to Staying Comfortable



It's no secret that it can be difficult deciding how to make your home more comfortable while keeping your energy

costs manageable. To help out, we share a few secrets about raising your comfort level without breaking the bank.

comfort problems: sights, sounds and smells

zone in on comfort

You can improve your comfort by having your home divided into several "comfort zones," based on how much each room is used and the number of available supply and return vents. Each zone, which can be one room or an entire section of a home, has its own thermostat and a series of dampers, which are installed in the ductwork.

Each thermostat is set at a fixed temperature, which either opens or closes the dampers to allow airflow in to heat or cool the zone. If you are not using the zoned area, you can keep the settings to a minimum, conserving energy and saving money.



air apparent

Is your upstairs too warm? Do you have a corner bedroom where the temperature is never quite right? When you can't be comfortable in your favorite rooms, the problem can often be traced to how conditioned air moves through the home.

ducts: your home's circulation system

Air ducts are like the arteries and veins of your body. But instead of carrying blood, the ducts move air through your home. Older duct systems often have hidden restrictions and design flaws that choke airflow. This reduces the amount of heating or cooling produced by your comfort system, causing hot and cold spots. It may also cause premature equipment failure; worse, it wastes energy, which means high utility bills.

don't forget the filter

While ducts should be inspected by a professional, something you can do yourself is to keep your system's filter clean. (A dirty filter restricts airflow and lowers system efficiency.) Depending on the kind of filter your system has, replace it or wash it about once a month. Make sure the power to the system is off before removing the filter.

what we do

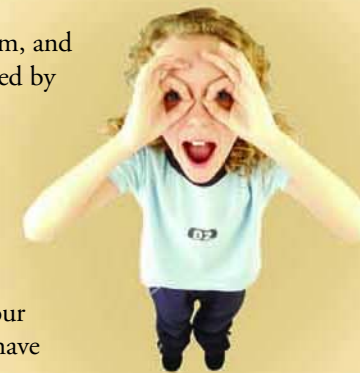
When we install a new system for a customer, we know that as much as half its efficiency, and much of the

comfort it provides, depends on the **condition of the ductwork**. So before we give an estimate for a new system, we will inspect your ducts for common problems.

Once we know exactly why your rooms don't feel comfortable enough, we can make corrections so you get the most out of your investment in a new system. While other companies may focus on the equipment alone, we concentrate on your **entire system**. The ductwork, and our expertise in diagnosing and correcting problems, are among the secrets to delivering **total comfort** to you.



Every problem has a symptom, and frequently, it is accompanied by something you either see, hear or smell. Here are just a few examples.



excessive dust

The secret to reducing dust often rests with the quality of your system's air filter. Most systems have low-end filters, which can't trap most dust particles. At a minimum, your system should have a pleated media filter that captures most dust particles. This is just one solution. Please call us for other ways to "dust-bust" your home.

unusual noises

Unusual noises often come from your system's blower motor, which pushes the air from your system into the ducts. Here are a few sounds and possible causes. (Note: A correct diagnosis can only be made with an on-site visit from our technician.)
Scraping: The bearings in the motor may be wearing out. If you hear this noise, shut off the system immediately to avoid further damage. Then call us for service.



Squealing: If you have an older system, the blower motor may need oil. There may also be a loose belt.

Vibration: The blower motor or wheel may need to be rebalanced.

odd odors

Water leaks are the most common source for bad odors because moisture from leaks encourages mold growth. Check for leaks in your roof and foundation, and around sinks and other piping. Besides correcting water leaks promptly, other secrets for keeping indoor air virtually odor-free include correctly-sized comfort equipment, continuous airflow and air purification systems.



what's hot, what's cool

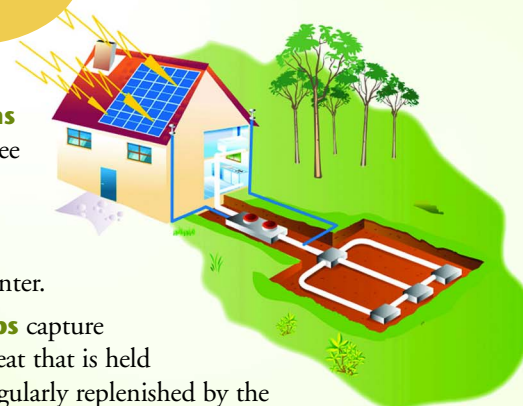
Technology has brought us vast improvements in home comfort and energy efficiency. Here are a few products that may become more commonplace in the years ahead.

Smart thermostats have the ability to send and receive digital data over a phone line, cable, or wireless router. For example, if you're away from home, you can use a smart phone to change the temperature setting in your house. A smart thermostat can also send you an email or text alert about any drastic temperature change, and possible equipment failure. Some units even let you know when it's time to change filters or schedule maintenance for your comfort system. Now that's smart!

Solar hot water systems

let you take advantage of free energy from the sun! They can give you most or all of the hot water you need, even on a stormy day in winter.

Geothermal heat pumps capture free thermal energy from heat that is held underground, heat that's regularly replenished by the warmth of the sun. Water is pumped through underground pipes to access the thermal energy for heating. In the summer, the system pulls heat from the home and discharges it into the ground.



BE READY FOR SPRING



Remember, we're here for you year-round! So don't wait until it gets too warm before getting your cooling system checked and serviced. If you have an old system—and high energy bills—we'll be glad to tell you about the latest options in high-efficiency cooling equipment.



4117 Bridgetown Rd., Cincinnati, OH 45211

Call us! (513) 662-2282

Visit us! JonLe.com



7110 Office Park Dr., West Chester, OH 45069

Call us! (513) 777-8933

Visit us! TriCountyHt.com



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PRESORTED
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✓ enter to win
an iPad*

✓ save up to
\$2,150 on
high-efficiency a/c

*No purchase necessary. A purchase will not improve chance of winning. See JonLe.com/iPad for details.



Ray Huber
service manager

SNAPSHOT

Almost 22 years ago, Cincinnati native Ray Huber had worked 10 years in the HVAC industry and was looking to advance his career. JonLe gave him that opportunity, hiring him as a technician and promoting him to service manager four years later.

Today Ray heads up a team of 12 technicians and four office staffers, and spends a lot of his time on the phone, talking with customers who have questions or concerns about their individual service issues.

This winter's extreme weather brought extreme challenges for Ray's team. Responding to no-heat emergencies all over the Cincinnati area, they braved cold and snow—and hazardous conditions at times—to help shivering customers. Ray provided troubleshooting guidance over the phone to some callers, and helped many of them restore their own heat.

Ray appreciates JonLe's customer orientation. "We try to see things the way the customer sees it," he explains. As a manager, Ray says he wants to be accessible. "I work hard to always be available to both my co-workers and customers," he says.

Off the job, Ray values family time spent with his daughter, 13, and son, 16, and enjoys riding his Harley.

like our service? tell a friend

We are proud that most new JonLe and Tri-County customers come to us through referrals by current customers. Do you know someone who is looking for a reliable, professional home comfort company? Tell them about us. If they purchase a heating or cooling system from JonLe or Tri-County, we'll send you a check for \$100!

To refer a friend, go to JonLe.com or TriCountyHt.com and click on the "Refer a Friend" button.



our service plans offer protection and savings

In times like these, you can ill afford a big unexpected repair bill. Our service plans protect you with discounts on repairs, and they include preventive maintenance, which can boost efficiency and energy savings all year long.

As a service plan customer, you'll receive a complete inspection, cleaning

and adjustment of your heating system, and we'll do the same for your cooling system. With our **Silver Agreement**, you'll receive a **10% discount** on all parts, and priority service at our regular rate.

With a **Gold Agreement**, you will receive all of the above, plus a **20% discount** on parts and no labor charge on covered repairs for one year. Plus, you won't pay a diagnostic fee during normal business hours, and you'll get a 50% discount on our overtime rate.

Remember that if just one major component of your heating or cooling system fails, it could cost hundreds of dollars to replace—all the more reason to keep your protection in place or enroll in a service plan today.

