

COMFORT CONNECTION

Rest Assured

Spring 2011

MEET YOUR SERVICE/INSTALLATION TECHNICIANS

Customer Praise Defines the True Meaning of Full-Service Excellence



Island technicians Tim Piszcz, Jimmy Dias, Aaron Delany, and Max Clarke, with Equipment Sales Representative Joe Ashness.

Approaching 100 years of delivering service excellence is something in which Buckley Heating and Cooling takes great pride. "Maintaining this reputation requires a dedicated team effort, something that drives us each day," notes general manager Matt Buckley.

The positive feedback from customers is telling. In this issue of *Comfort Connection* we focus on our service/installation technicians, who, through regular tune-ups, preventive maintenance, and emergency service, ensure

that your heating or cooling system runs efficiently. You can count on these experts for quality installations of heating, cooling, and hot water systems, as well as propane and oil tank installs. This is the Buckley Service team, the dedicated workers who live in your community and genuinely care about delivering the highest quality service to you, their neighbor.

Some have been with the company for more than 25 years. Each, with his own area of expertise — propane, oil, and air conditioning — is driven by a desire to leave customers satisfied and impressed. And they do that by treating customers to the qualities they value most: honest advice, knowledge and

experience, respect for customer property, and the timely delivery of service.

As one tech notes, "Our customers want nothing more than what we would want for ourselves. They deserve the best. We strive to meet those expectations." To the techs who have been



South County technicians Ray Jacobs, Jaie Falcone, Bruce Stockard, Jared McCormick, Bob Schaffer, and Mike Thornley.

with Buckley the longest, the personal service and the fact that technicians go out of their way to be attentive to customer needs are the reasons why customers remain loyal for so many years.



THANK YOU, CUSTOMERS, FOR YOUR KIND WORDS:

"Jimmy and Jaie did a fantastic job installing my new furnace. They were very hardworking men. I appreciated their efficiency."

On a recent install, another customer conveyed how pleased he was with Jaie's and Ray's work. "They were just great - neat, efficient, and pleasant to have in our home for the day. We appreciate that."

"Jimmy deserves five stars for his tune up. He did a great job!"

Regarding a service call, a customer spoke highly of Tim and Max, noting that he really appreciated their taking extra time to explain what was wrong and what needed to be done to fix his hot water heater.

SAVE MORE THAN \$75 ON 15-POINT AIR CONDITIONING PREVENTIVE MAINTENANCE

Avoid the Rush, Schedule Before May 31 and Save!

Enjoy greater indoor comfort at a lower cost, improved indoor air quality, and protection against costly future air conditioning repairs. Schedule a tune-up, the best way to keep your air conditioning system operating efficiently. With its 15-point inspection, Buckley Heating and Cooling makes it easy to maximize efficiency. Schedule your service before May 31 and pay just \$124.99 — a \$200 value. If you have more than one unit, the savings is even greater — \$75 for the second unit, \$50 for the third.

Don't wait until the temperatures soar! Call 401.789.9711, Peace Dale, or 401.847.4090, Middletown, to beat the heat and save.

TAX CREDITS, REBATES, SAVINGS, AND COMFORT – NOW THAT'S GOOD REASON TO UPGRADE!

Install a New Air Conditioning System by May 31 and Save 10%.

Rest Assured. Buckley Heating and Cooling's comfort specialists are dedicated to finding you more efficient ways to keep cool all summer long without spending a fortune.

Notes sales manager Bill Flatley, "The variety of AC products on the market is tremendous. The key to a great system lies in understanding a building's unique features and the customer's individual needs and desires. This is where our sales team excels. We work closely with distributors of the industry's top products so we can bring customers the best. That, complemented by our expert installation team, leads to complete peace of mind."

For details on the products that will bring you savings in energy and money, call one of our comfort specialists, today. Visit www.energystar.gov for additional information.

MANAGER'S PICKS

Mitsubishi Ductless Air Conditioning is increasingly popular for its simple installation, affordability, efficiency, and effectiveness in heating and cooling spaces where traditional ductwork is not an option.

American Standard Central Air Conditioning is a traditional ducted system, rated high by *Consumer Reports*, and noted for total comfort and maximum efficiency and savings.

CONSIDERING UPGRADING YOUR AIR CONDITIONING SYSTEM?

VISIT:

http://www.ehow.com/how_5903782_calculate-seer-rating-savings.html to calculate SEER rating savings.

RECEIVE A \$50 CREDIT TOWARD YOUR NEXT BILL WHEN YOU REFER A FRIEND WHO OPENS AN AUTOMATIC OIL OR PROPANE DELIVERY ACCOUNT!

BUCKLEY IN THE COMMUNITY

Helping the community has always been a priority at Buckley Heating and Cooling. In Newport, Comfort Specialist Joe Ashness worked closely with the Seaman's Institute to recommend an affordable heating system that is best suited to this nonprofit's needs. Seaman's Institute Board Member Mr. Davies praised how Buckley saved the organization nearly \$5,000, which allowed them to help more people in need, and expressed the Board's appreciation for Buckley's generosity in these tough times.

In South County, Product Sales Representative Steve Maciel initiated the **Heat and Eat Campaign** in partnership with Belmont Market to assist the Jonnycake Center of Peace Dale. The first 25 new automatic fuel delivery customers receive a \$25 Belmont Market Gift Card. The Jonnycake Center of Peace Dale gets a matching \$25 Gift Card to distribute to families in need. Says Maciel, "People shouldn't have to choose between feeding their families and heating their homes. This is one way we can help."

EDITOR'S NOTE

In the winter issue of *Comfort Connection*, we introduced you to our Customer Service team. Pictured were employees from our Peace Dale office. We would be remiss if we did not note the excellence and dedication of our Middletown Customer Service team: Lisa Ribera and Terry Delany. We know our customers appreciate your great work!

Congratulations Ruth Briggs, winner of the Southern Rhode Island Home Show Jambalaya Cooker raffle. Many thanks to those who visited our booth at the home show.

Committed to making a difference by providing residential and commercial customers comfort solutions, quality workmanship and superior customer service - exceeding their expectations for value and peace of mind.

1632 Kingstown Road, Peace Dale, RI 02879 | T: 401.789.9711 | F: 401.789.4180

741 East Main Road, Middletown, RI 02842 | T: 401.847.4090 | 401.842.0026

EMAIL: info@buckleyhc.com | www.buckleyhc.com



Rest Assured