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NEWS YOU CAN USE AROUND YOUR HOME

FALL 2015

Powell and Turner Celebrates National Fire Prevention Month Throughout the Entire Fall Season

Helpful Tips to Keep Your Family & Home Safe!

It's a grim statistic and one I don't enjoy sharing with people. But I think it's important to be upfront with homeowners. It often sobering people up to the dangers within their own home. Someone dies roughly every three hours due to a fire, according to the National Fire Prevention Agency (NFPA).

That statistic isn't surprising considering that a home structure fire is reported every 85 seconds. Fire-related facts like these encourage us at Powell and Turner to observe National Fire Prevention Month every October. In fact, we feel that fire prevention is so important and so overlooked, we celebrate it the entire fall season. We're hoping maybe we can stop a fire and save at least one life.

So many residential fires occur when the weather begins to turn colder. Here are three of the most common devices that start fires in homes. You likely have at least one in your home. If so, this is valuable information to consider.

Space heaters are a common quick-fix idea, and they're probably the most dangerous. Two out of three fires and three out of every four deaths are caused by space heaters.

Fireplaces are often used for supplemental heat. Actually they do the opposite. When lit, they draw the warm air that is inside up and out through your chimney and make your furnace work harder. But a crackling fire on a cold winter night is also good for your soul. Just make sure you have your fireplace checked out and cleaned before you use it.

The damper should be tight. Close it, and look up through your chimney. If you see daylight, have it fixed. Hire a chimney sweep to remove any obstructions such as birds' nests and thoroughly clean the flue. Creosote is an unavoidable byproduct that builds up in wood-burning fireplaces and can catch fire.

If you use artificial logs, burn only one at a time. They're made of wax and sawdust and may explode if used in multiples. Never burn pressure-treated wood. It contains toxic chemicals that can make you sick. And of course, never leave a lit fireplace unattended.

Helpful Consumer Hints!

Info You Should Know as a Homeowner!

Your house not only is one of your biggest investments—it's your home! It's where you watch your children grow up. It's where some of your life's biggest moments happen. You cherish your home, and you deserve a contractor who treats it with absolute respect. When you are hiring a service company to visit your home, be sure to

Wood-burning stoves need close attention. Follow the manufacturer's directions, and never burn coal in a wood-burning stove. Never start your fire with gasoline or any other liquid fuel. Don't burn artificial logs—the intense heat can cause them to flash and explode. Don't burn pressure-treated wood. Keep in mind that wood-burning stoves require the same maintenance as fireplaces, so check the damper and vents and have them cleaned annually.

Whether you use space heaters, have a fireplace, or own a wood-burning stove, you absolutely should have smoke and carbon-monoxide detectors throughout your home. Your smoke detectors should be tested at least once a quarter, batteries changed twice a year, and replaced every 10 years. Yes, smoke detectors expire after 10 years and cannot be counted on to work!

Carbon monoxide is a deadly, odorless, tasteless gas that your body absorbs 200 times faster than oxygen. Gas fireplaces, stoves, barbecues, propane appliances, and automobiles are possible sources around the house. Don't risk it—at best, it will make you sick and at worst, it will kill you. There are no warning signs other than a detector. Be sure to get a carbon-monoxide detector on each level of the home.

Also, I urge you to call us at Powell and Turner this fall to have your heating system tuned up. You should especially call us if you feel like you absolutely need, a space heater, fireplace, or wood-burning stove to stay warm. That's not normal and is a sign that your system may not be operating properly. Furthermore, during our inspection, we can evaluate your heating system to help ensure its heat exchanger isn't cracked. **A cracked heat exchanger is one of the main culprits for carbon-monoxide leaks!**

Call us at 410-636-7614 to schedule your fall tune-up today. In fact, as a way to celebrate National Fire Prevention Month the entire fall season, **call us by December 31, 2015 to schedule your tune-up or service, and get \$10 OFF any Carbon Monoxide Detector that we sell!**



ask them if their technicians wear shoe covers and use mats when working in and around your home. And be sure that they clean up their work areas so they look even nicer than when they arrived. You deserve to work with a company that treats your home like it's their own.

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\$40% OFF

Humidifiers

Expires: 12/31/15

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New Complete System
Over \$9,000

Expires: 12/31/15

Powell and Turner Spends More Than 100 Hours Each Year in Training!

You Deserve the Very Best & We Do Our Best to Help Ensure That's What You Receive from Us!

It's always frustrating when something breaks or goes wrong in your home and you're forced to call a service contractor to come fix it. The last thing you want is for your home to be the experimental "guinea pig" for brand-new, inexperienced technicians who don't know what they're doing! No, you want someone who will fix your problem the first time—and fix it quickly!

By the time you hire the wrong contractor and notice your technician is less than confident about what he is doing, and spends the entire service call on his phone calling the shop, it's too late. Your day will have been wasted, and in the back of your mind, you'll be questioning if the work he performed was done properly.

When you're calling a service company, you want to know that they invest in training. At Powell and Turner, that's precisely what we do. Every person who's hired goes through an elaborate "onboarding" process. As a part of this process, each new technician goes through an extensive ride-along program, where they take turns driving with our best technicians, learning how to perform up to Powell and Turner's standards. A new technician never gets a truck until all of our senior technicians approve.

Once the "onboarding" process is complete, training still doesn't stop. All of our technicians spend upwards of 100 hours in training each year. They come into the shop every week to discuss the latest trends in the industry. As a team, we'll discuss any issues we've seen in the field and collectively solve them, so everyone learns. And we invite vendors to meet with us to share the latest, cutting-edge products available to take care of homeowners' needs. In fact, we put a great deal of emphasis on being up to date with our knowledge of the industry. The more we know, the better we can serve you.



Even then, we fly our technicians to national training academies so they can learn nuances of their job from the very best in the country. That's the type of commitment we make to training. And that's the type of commitment we make to you. You deserve to have the best, most-trained techs in your home. That's what we strive to provide.

Halloween Trivia!

One of my favorite fall holidays is Halloween! I absolutely love it! Nothing like seeing all the kiddos dressed up in their outfits and going door to door. But did you know the history behind the unofficial holiday? I didn't until I did some research. The first three people to email me the answers to these questions at YourHVACHero@gmail.com get a \$25 gift certificate to Brian Boru Restaurant and Pub. Everyone who submits an answer will get a coupon worth \$10 off a future service! Good luck!

1. The tradition of dressing up started because?
 - A. We try to scare away evil spirits
 - B. It's a way to honor the dead
 - C. Children did it for fun
 - D. So when the evil spirits came they would not recognize you
2. Another name for Halloween is?
 - A. The Feast of the Dead
 - B. Samhain
 - C. All Hallows' Eve
 - D. All of the above
3. The Celts believed that the Lord of the dead traveled the earth on Halloween. What was his name?
 - A. Lord Seamus
 - B. Lord Samhain
 - C. Lord Shanley
 - D. Lord McShandly
4. Before they happened upon pumpkin, the Irish carved jack-o'-lanterns out of what?
 - A. Turnips
 - B. Potatoes
 - C. Rutabagas
 - D. All of the above
5. How much did the world's largest pumpkin weigh?
 - A. 714 lbs.
 - B. 1,502 lbs.
 - C. 1,524 lbs.
 - D. 2,313 lbs.



6. According to the phobia list, which phobia is the fear of Halloween?
 - A. Hallophobia
 - B. Triskaphobia
 - C. Samhainophobia
 - D. Eattomuchcandyophobia
7. A male witch is known as a?
 - A. Witchman
 - B. Warlock
 - C. Halloweenie
 - D. There's no such thing
8. Pumpkins grow on?
 - A. Stalks
 - B. Trees
 - C. Vines
 - D. Bushes
9. Which priests first celebrated what we have come to know as Halloween?
 - A. French
 - B. Christians
 - C. Druids
 - D. Romans
10. Halloween-party guests traditionally bob for?
 - A. Turnips
 - B. Oranges
 - C. Skulls
 - D. Apples

Tasty & EASY Recipe: Molten Mocha Cake

TOTAL TIME: Prep: 10 min.
Cook: 2 ½ hours
MAKES: 4 servings

INGREDIENTS:

- 4 eggs
- 1 ½ cups sugar
- ½ cup butter, melted
- 3 teaspoons vanilla extract
- 1 cup all-purpose flour
- ½ cup baking cocoa
- 1 tablespoon instant coffee granules
- ¼ teaspoon salt
- Fresh raspberries or sliced fresh strawberries and vanilla ice cream, optional



DIRECTIONS:

1. In a large bowl, beat eggs, sugar, butter and vanilla until blended.
2. In another bowl, whisk flour, cocoa, coffee granules, and salt; gradually beat into egg mixture.
3. Transfer to greased 1 ½ qt. slow cooker.
4. Cook, covered, on low 2 ½ to 3 hours or until a toothpick comes out with moist crumbs.
5. If desired, serve warm cake with berries and ice cream.

Thanks for all the great recipes we received from the summer newsletter! But we have more gift cards to give away! The first four people to send us their favorite fall recipes will get a \$25 gift card to Food Lion to buy ingredients for their next great meal. And EVERYONE that sends me a recipe will get \$10 OFF a future service from us!



FOOTBALL WORD SEARCH

In honor of fall and football season beginning, Powell and Turner presents a Fall Word Search! Be the first to complete the word search, and you will receive a \$50 gift certificate to The Birdcage Sports Bar. Everyone who submits the puzzle gets \$10 OFF a future service!

Mail completed puzzle to:
6308 Buck Cavey Lane, Linthicum, MD 21090.

Or scan and email completed puzzle to:
YourHVACHero@gmail.com

Center	Goal	Kickoff	Rushing
Cornerback	Fumble	Linebacker	Sack
Down	Guard	Quarterback	Safety
Points	Huddle	Receiver	Tackle
Field	Interception	Return	



Powell and Turner Supporting NCEON Food Bank! *Help Us Help Those Who Are in Need This Fall!*

Every fall, there are so many fun things that happen. Many of which I've mentioned in this newsletter! There's Halloween and eventually Thanksgiving! You have the start of the football season and baseball playoffs beginning! Leaves change colors—and kids go back to school! (I know parents love when that happens!)

Yet not everyone is as fortunate as we are. Millions of people are starving in our country today. In fact, you'd be surprised to find that many of the people starving are those surrounding you every day. Yes, hunger even in our country is an epidemic.

Food banks do incredible work trying to support families who need a few (or more than a few) groceries when money is running tight—or there's no money at all. Fall and winter seasons seem to be when food banks really struggle for support.



At Powell and Turner, we're trying to lend a hand in supporting those who are hungry in our community. We're donating \$5 from every service call to North County Emergency Outreach Network (NCEON) Food Bank. And if you see our trucks in your neighborhood, feel free to give us a bag of canned goods—we'll be sure to drop those off as well.



6308 Buck Cavey Lane
Linthicum, MD 21090

410-636-7614

A Breath of Fresh Air



*From the Desk
of Wayne Turner*

*Powell & Turner
Heating & Cooling, Inc.*

Leave Feedback on a Third-Party Review Website & I'll Mail You a \$10 Gift Card to Royal Farms! (One per customer please)



Thank you for being a customer and a part of our family. I feel like I can never thank you enough. You provide a living for me and my family, as well as the members of my team and their families. We never take for granted the trust you give us when we walk into your home.

We're very blessed to have such good customers. In fact, the majority of the people who call us today for service are either homeowners who have used us before or homeowners who were referred to us by a friend. And I can't tell you how thankful I am for those of you who send postcards and letters of compliments and thanks to our technicians and office staff on doing a great job.

You already know it, but the world is changing quite a bit. I mean, look at how we communicate. Landlines are a thing of the past; most people prefer cell phones. If you asked a kid today how to mail a letter, he/she wouldn't be able to tell you. Everything is email, text or instant messaging, or via social-media outlets.

As you can imagine, our business is greatly changing. We've had to change how we market ourselves to find new customers. You can't just put an ad in the newspaper and the phone book and know you'll have enough calls to stay busy. It's much more complicated now.

Just as technology has altered how we communicate with one another, technology has impacted how we advertise our business. We have a website and we try to optimize it so people can find it. Really, we rely on the reviews good people leave on third-party websites like Yelp, Google, HomeAdvisor, and Angie's List, among others, to sell our business for us.

So, while I know you've a very busy person, I have a small favor to ask: If you enjoyed the work we provided you and your home, and you have a spare moment, go to the review

website you use the most. It doesn't matter which one. Please, pretty please, leave an honest comment about how we served you. If you loved our service, please, mention that. However, if we could have done better, I especially want to hear those. We're committed to getting better every day, and that information helps us in that process.

After you leave your feedback on whatever review website you choose, please, email me a link to your comment. My email is YourHVACHero@gmail.com. Along with your link, please, email me your address. **For taking the time to leave a comment, I will happily mail you a \$10 gift card to Royal Farms (one per customer please).** I think it's only fair that I compensate you for your time.

The Royal Farms logo is present here.

We live in a world that seems to be changing daily. We're trying to change with it in order to keep our business busy and able to help you in the future. We appreciate any feedback you can provide us and potential future customers. Have a great day. And a great fall!

Sincerely,

Wayne Turner

President,
Powell & Turner Heating & Cooling, Inc.

410-636-7614

Thumbtack

Google
Reviews

