



Warm thoughts



from **J.J. SULLIVAN INC.**

spring 2014

PERSONALLY SPEAKING

always prepared to keep you warm!

Dear Friends,

Several major snowstorms and record-low temperatures brought on by the polar vortex gave us plenty of opportunities this winter to prove to you that we are ready to serve you around the clock. Our team put in many hours of overtime to make sure we were able to get to everyone who needed us.

Fortunately, we always plan for the worst. We want to be there for you no matter what Mother Nature throws our way. We make sure we have ample fuel supplies so we can always deliver, and if you lose your heat, there's someone to take your call day or night. This year, we've increased the number of trucks in our fleet to be sure we can get to all of our customers more quickly.



Paul Sullivan

Not all fuel companies can deliver that kind of security: During the worst of the winter, we received a lot of calls from folks whose regular fuel companies couldn't get to them in a timely way. Of course we helped as many as we could, but not before we had taken care of every one of our own customers who needed fuel or a repair.

The bottom line is, **we make your family's comfort and safety our number one priority.** That's how we've done business for nearly 90 years, and that's how we intend to keep doing it—even when Mother Nature is at her worst.

Warmly,

Paul M. Sullivan

Paul Sullivan

thanks for your prompt payments

When customers pay their bills on time, it helps us run our business more efficiently and ensures that we have the cash flow we need to provide the top-quality service you expect from us.

If you pay your bill in full within 10 days of a fuel delivery, we'll thank you with a discount: **5¢ off per gallon when you pay by credit card and 10¢ off per gallon when you pay by check.**

If your account is in good standing, you're eligible to enroll in our
EZ Pay and Price Protection Programs.
Enrollment begins in June. Call for details.

If you are having trouble making your payments for any reason, please let us know so we can work something out. We are here to make your life easier!

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 form at right. 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 grill** 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!

Correctly answer the three questions below and return this form to the address listed on back.

1. The reset button should never be pushed more than ____.
2. If your system is fewer than ____ years old, repairing is usually the better option.
3. A typical electric water heater produces only ____ gallons of hot water an hour.

Your email address (required):

No purchase necessary. A purchase will not improve your chance of winning. Entry must be received by 5/14/14. Winner will be selected at random on or about 5/29/14 by Warm Thoughts Communications, Inc. (WTC), Clifton, NJ. WTC's decisions on all aspects of the contest are final. Entrants agree to be bound by contest rules. Winner will be notified by email and may be required to sign a Prize and Publicity Release within 10 days of receipt unless prohibited by law. Failure to comply when requested may result in disqualification and the selection of an alternative winner. No responsibility is assumed for lost, late, stolen or misdirected mail. Entries void if incomplete, not legible or if they contain errors. All submissions become the property of WTC. Employees of J.J. Sullivan and WTC, their affiliates, subsidiaries,

agencies and suppliers, and their immediate families, are not eligible. The following prize will be awarded: **One (1) Grand Prize: Weber Summit S-420 grill.** Odds depend upon number of entries received. Prize of equal or greater value may be substituted. Acceptance of prize implies consent to use name and photograph in promotional material without compensation. Any taxes and other expenses are the responsibility of winner. Allow 4-6 weeks after selection of winner for receipt of prize. Void where prohibited by law. All federal, state and local regulations apply. The name of the grand prize winner will be published in a future issue of this newsletter.

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

heat loss. He finds that:

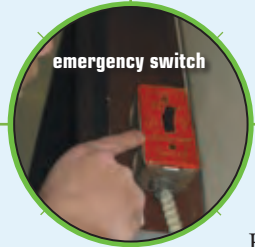
- ✓ power switches and circuit breakers are in the "on" position.
- ✓ the thermostat is functioning properly and its setting is above room temperature.
- ✓ there is fuel in the storage tank.

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.



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.

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.



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!**



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Heating and Air Conditioning Service and Sales

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our supreme advantage

The arctic conditions this winter caused a lot of problems for people who relied on other dealers for standard, untreated heating oil. Anyone who has an outside tank that's exposed to the elements runs the risk of having their fuel thicken and gel in the cold weather. Once oil gets in this condition, it cannot make its way through fuel lines to provide heat for your home.

Our customers didn't have these problems



because our **Sullivan Supreme** heating oil contains additives to prevent gelling. Our premium fuel is also treated to help prevent the formation of sludge in your tank, which can lead to corrosion, clogs and breakdowns.

Delivering high quality fuel is just one of the ways we **help you save money and keep you comfortable**. It's just one example of the J.J. Sullivan difference.

why is propane called LP Gas?

Propane is extracted mainly from natural gas, although it can also be produced from heating up crude oil. Once propane gas is captured, it is slowly cooled until it **condenses into a liquid**, at which point it is stored under pressure. This is why propane is called **liquefied petroleum gas or LP gas**.

When it is compressed, propane takes up very little space—but it delivers a whole lot of energy! When you need propane, it's released slowly and safely from a valve in your tank and becomes a gas again.

Congratulations

to **Mrs. Themis Fieros, winner**
of the **\$1,500 shopping spree**
from our last newsletter contest!



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one of the safest fuels around

As some of you may know, we hope to build a retail store and bulk propane storage facility in Guilford. We wouldn't do this if we weren't **100% confident that propane is a remarkably safe fuel** when handled by professionals. Here are a few propane facts:



Our storage tanks will feature modern engineering designs and **adhere to all safety codes**.



Compared with other fuels, **propane is much less combustible**. When combined with air, the source of ignition must be at least 940° — that's twice as hot as what is required to ignite gasoline.



Propane is a **versatile, clean-burning fuel** that's been around for more than 100 years; it can be used to heat your home and power most appliances.



Autogas, a propane-based motor fuel, is the third most popular vehicle fuel, next to gasoline and diesel. Because **it's so safe and cost-effective**, autogas is now being used for buses, fleet trucks, forklifts, farm tractors and lawn mowers. Many manufacturers

now make bi-fuel (or dual-fuel) models that run equally well on either autogas or gasoline.

