

# Home updates Compliments of...



Total Customer Satisfaction...We Care!

Phone: (973) 827-1213

FALL 2009

## The greatest people who ever lived...



Wise. Reliable. Sensible. You know the words that describe our parents' generation. At the risk of bragging, some folks use those words to describe **Frey Heating & Plumbing Service**.

Why? Because we treat customers the way we'd like to be treated.

**Like so:** What about your energy bills? Are they too high? Could be your old heating system "stealing" energy dollars

from you each month. We can show you how much a new system can save. Then just compare the savings.

**No matter what** we suggest, you're under no obligation at all. But if a new system makes sense, *owning* it is easy, too...

**Such as:** No money down and no interest for six months. Plus, you get Frey Heating & Plumbing's three-year parts and labor warranty—not a cent for repairs for three years!

You can save more than you're spending. Now that's a deal even your parents would like. Call Frey Heating & Plumbing Service for your very wise Energy Survey today.

**SAME-DAY SERVICE**— We'll be at your door within hours of your call.

**UP-FRONT PRICING**— Before we begin the work, you'll know your exact price.

**SATISFACTION GUARANTEED**— Your heating and plumbing problems are gone—guaranteed.

## WORD JUMBLE

### PLUMBING-TERM WORD JUMBLE

Each of the scrambled words below is related to the field of plumbing. See if you can successfully meet the challenge and unscramble them. If you need help, there is a clue below each scrambled word. The answers are at bottom.

- |   |   |
|---|---|
| 1. <b>HEWCRN</b><br>(to twist violently)          | 6. <b>TASDLPEE</b><br>(Husbands, put your wives on this.)     |
| 2. <b>RSUSPEER</b><br>(Billy Joel was under this) | 7. <b>LEDAHN</b><br>(truck) (CB name)                         |
| 3. <b>RYTUBLETF</b><br>(type of band-aid)         | 8. <b>HOSERW</b><br>(you do this to someone with compliments) |
| 4. <b>SUFLH</b><br>(a good hand)                  | 9. <b>DEPLAEPI</b><br>(2 words) (it's a kind of cinch)        |
| 5. <b>IDANR</b><br>(money goes down this)         | 10. <b>ETUFAC</b><br>(one of Charles' Angels)                 |

- ANSWERS:  
1. wrench 2. pressure 3. butterfly 4. flush 5. drain 6. pedestal 7. handle 8. shower 9. lead pipe 10. faucet

## Customer testimonials

We love hearing what our customers have to say about our service. We thought you might be interested in a recent Yahoo! User review:

**"I have Frey complete a furnace tune-up each year as well as several plumbing projects. They always show up as scheduled, are very professional, and do excellent work. I highly recommend them. You will not be disappointed."**

Check out our new online look!

**We've just redesigned our Web site.**

It retains its user-friendly features, but sports a brand-new look. If you haven't visited our site lately, take a minute to check it out. You'll find answers to common plumbing questions as well as information about special savings; you can also schedule a service call or request an estimate.

Visit us at: **FreyHeatingandPlumbing.com**



Sussex County's premier heating and plumbing service since 1981!



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The information included in this newsletter is not intended as a substitute for professional advice. For your specific situation, please consult the appropriate professional.

## FREY HEATING & PLUMBING: Your Energy Kinetics Premier Dealer



We're proud of our Premier Dealer status, especially since **it is not bestowed on just anyone.** Here are just a few of the qualification criteria:

- 24-hour customer service
- Having installed a minimum of 20 Energy Kinetics System 2000 boilers per year
- Years of experience to ensure you that **we know these systems inside and out**
- Participation in ongoing training
- On-staff professional heating consultants to answer all your questions

Energy Kinetics System 2000 is ranked the **#1-rated heat and hot-water system** by Brookhaven National Laboratory in a study under contract with the U.S. Department of Energy. To learn more or download a brochure, simply visit the Product Spotlight page of our Web site, [www.FreyHeatingandPlumbing.com](http://www.FreyHeatingandPlumbing.com).

## Customer referrals... This is what friends are for!

Like any other business, part of our growth stems from customer referrals.

Plus, it's one way we measure customer satisfaction.

And while we always say "thanks" for any new referrals, we now have an extra-special way to express our appreciation:

- For every new, first-time customer you refer, **you'll receive a check for \$25** from your friends at Frey Heating & Plumbing,
- Each person you refer (first-time customers only) will receive a **\$25 discount the first time we provide service** for them.

So if you like the work we do for you, why not take this opportunity to spread the news about Frey Heating & Plumbing.

We ask that you give this referral coupon to the person you'd like to contact us. Once we provide them with service, we'll send you a check for \$25.

## First-time Customer DISCOUNT Save \$25...

...the first time we provide you with any plumbing or heating service.

*Please call or visit our Web site for details. At the same time, the person who refers you will receive a check for \$25 for allowing us the opportunity to serve you.*

(I was referred by)



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