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New Norwood, N.C. Plant: Increased Capacity to Better Serve Our Customers

For over 50 years, we have concentrated on high quality — crafting products that last, while providing the reliable service and comfort people value. As sales have grown over the last several years, our production facilities have operated at record output levels. To further increase our capacity and better serve our dealers and your customers, we are proud to announce the opening this past fall of our brand new manufacturing plant in Norwood, North Carolina.



This increased capacity means we are well positioned to satisfy customer needs. In fact, our new production facility offers more than just an ability to keep up with customer demand. It sets a whole new standard for manufacturing excellence, giving us the ability to improve upon the already tremendous safety, reliability, performance and quality of Thermo Pride's products.

The Norwood plant is equipped with a state-of-the-art powder coat paint line and machinery for stamping and forming light gauge metal parts — producing the highest quality product on the market. And the increased manufacturing capacity will ensure that more stock is readily available in your local warehouses, avoiding any potential stock problems for these in-demand products, such as our OMC and GMD mobile home furnaces.



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Mark Your Calendars! Thermo Pride will be exhibiting at the following industry trade shows. Please stop by our booths for the very latest on our products and services.

April 19-21, 2005

Atlantic Region
Energy Expo
Atlantic City, NJ
Booth #107/108 and check
out our new product in the
Marketplace (Booth 9)



May 10-11, 2005

New England Fuel Institute
Boston, MA
Booth #350/352



May 24-25, 2005

National Association of Oil
Heating Service Managers
(NAOHSM)
Hershey, PA
Booth #181/182 and
Outdoor Display



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Personally Speaking ...

Getting to Know More of Thermo Pride's Team

At Thermo Pride, you'll always find people who'll take the time to help. Pictured here are three of our finest:



Barbara Dunlop



Allison Wenglarz



Bonnie Owens

At Thermo Pride, we pride ourselves not simply on the quality of our products, but on the quality of our people. You can call us knowing that there will always be a kind, considerate and helpful person on our end of the line. Whether your question concerns our service or our products, we're committed to providing you with the personal attention your call deserves.

Chances are, if you've had occasion to call our North Judson facility, the warm, welcoming voice that greeted you belonged to **Barbara Dunlop**. Receptionist extraordinaire, Barb started at Thermo Pride in July 2001 – and continues to assist customers today. When she's not making sure each Thermo Pride caller is a satisfied customer, this North Judson resident enjoys theatre, reading, spending quality time with her 4 children (Debra, Cynthia, Robert and Heather), and following the Orak Shrine Pipe Band as husband Bob plays the bagpipes. (Some of you lifetime Thermo Pride dealers may also remember Barb's husband, Bob, former Sales Manager here at Thermo Pride.)

Another friendly voice you might encounter when calling North Judson is that of **Allison Wenglarz**, a member of our team since 1993. Juggling accounts payable duties, switchboard and travel coordination, Allison also serves as a backup for customer service, and she can often be found patiently answering callers' questions. While away from the office, Allison keeps busy with her husband, David, and their two young children, Emily and Maxwell. She and her husband also own and operate an antique car restoration and hot rod shop!

If there is such a thing as providing service with a "smile in your voice," **Bonnie Owens** is a real master. Bonnie handles order taking and order entry in our Denton office and remains as dedicated to serving our customers today as she was 23 years ago when she started with us back in March 1982! That dedication to serving others carries over into her personal life, as Bonnie is an active participant in her church's activities. But Bonnie's favorite activity would have to be spending time with her family — husband Gary, son Brian, daughter Jamie, and grandson, Colby.

There's a lot going on here at Thermo Pride, but these wonderful women are always up for the challenge — and always ready to serve you!



tech tip Testing the Beckett Igniter

Quick, Precision Check for Improved Performance & Reliability

When the first electronic igniters were brought to market, the word was that they were easy to service because they were either good or bad. It turns out, this is not true ... but igniters are easy to check. First, turn off the power. Next, using a quality Ohmmeter, test from one igniter spring to the igniter case. Write down the finding. Then test from the other igniter spring to the igniter case. The two readings should be within 10% of each other. If the Ohm's reading is off more than 10%, replace the igniter. Finally, if you are finding that igniter life is short at a particular installation, check the grounding. The electronics require a good ground or they will not last.

ADDED SECURITY FOR DEALERS:

Tip-n-Tell Damage Indicators on Thermo Pride's Mobile Home Units

The Tip-N-Tell Damage Indicator, a special device placed on the outside of packaging, offers dealers a unique way to detect damage and mishandling that may have occurred during transit.

For the protection of our dealers and your customers, Thermo Pride's Oil (OMC-70) and Gas (GMD1-80) mobile home furnaces are now being shipped with a tip-n-tell device on the outside of the packaging. The device consists of a small vial of sand, that, when tipped, releases some of the sand into a clearly designated area – a visible warning that the unit has been on its side or tipped over during transit. Should tipping be detected, dealers should check the unit carefully for damage. A tipped unit does not necessarily mean that the unit is damaged, but it is worth checking.

Un-tipped

Visual clue:

**No Blue beads
in arrow
indicate the
shipping
container has
not been tipped
or mishandled.**



VS.

Tipped

Visual clue:

**Blue beads in
arrow indicate
the shipping
container has
been tipped or
mishandled.**



Thermo Pride® *Pre-Season* Air Conditioning Program

**Stock Up and Earn
\$50 OFF Each Unit!**

Though we're barely out of winter, before you know it we'll be in the middle of a heat wave ... and your customers will be calling you to replace their old a/c units.

Nobody wants to keep customers waiting. So stock up now – well in advance of the summer rush! **For each AC condenser you purchase between now and May 15th, 2005, Thermo Pride will reward you with your choice of either a \$50 American Express Gift Check or a \$50 credit on your Thermo Pride account.** An initial order of 3 units is all you need to qualify. (Please note: these orders must be for immediate shipment.) And there's more:

FREE UNITS: For every 12 units you purchase in the program, you will receive one free unit (3 tons max).

FREE FREIGHT: Whenever you purchase 3 or more units on the same order, you'll receive free freight!

EXTENDED TERMS: 2% June 15th, 2005 or Net July 15th, 2005 (up to an equal number of furnaces may be added to orders and will also receive special payment terms.)

Don't miss this incredible opportunity to stock up and save. You'll benefit ... and your customers will, too! Please contact your Thermo Pride representative for complete details.

Promotional rewards are void on invoices not paid in full by 7/31/2005.



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Dealer Spotlight:

Orange Oil, Orange, MA



Located right in the heart of Massachusetts Oilheat country, you'll find **Orange Oil**, a longstanding home comfort provider and successful Thermo Pride dealer. Founded by Robert Harris, Sr. in 1947, Orange Oil has grown from a small 3-person company to a full-service, though still family-owned and operated, business of 24 employees, today.

Robert E. Harris, Jr., the founder's son, and current owner of Orange Oil, is proud of what his family and his team have accomplished in the company's 58-year history. To what do the Harris' attribute much of their success? Quite simply, the trust they have built with their customers by offering quality home comfort products like Thermo Pride coupled with their emphasis on personal attention to detail.

Talk about personal attention: Bob, Jr., and his wife, Pam, still personally answer late night phone calls! (They considered hiring an answering service, but decided that their personal touch was more important – so if they're out for the evening, they call upon their son, Bob III, to take over the calls!)

Envisioning plans for the future, Pam Harris shared, "Our business grows by word-of-mouth reputation; therefore, we are going to keep focusing on making sure that the customer is happy by following through with quality service and installations."

Thermo Pride is an important part of that equation. Orange Oil began selling Thermo Pride products in the early 1990s, and, according to Pam, "we tell homeowners that we don't sell any other furnace. Thermo Pride offers the highest quality for only a little more." She added, "Selling lower quality equipment could jeopardize the oil/service account in the long run. We want to make sure that the customer is happy with all of our services." In closing, Harris noted that the company looks forward to continuing doing what they do best by "emphasizing personal attention and letting the customers know that we are always here for them."

Thank you, Orange Oil – and the Harris family. Just as you are always there for your clients, remember that at Thermo Pride, we are always here for you – and for all of our dealer customers. Keep up the great work!

If you think your company would be a good fit for the dealer spotlight, contact your Thermo Pride representative or email: tpmarketing@thermopride.com and tell us why.

