

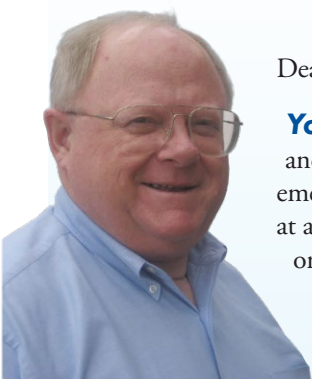
# Coan Comfort Zone

Fall 2025



## PERSONALLY SPEAKING

### we're here when you need us — 24/7, no matter what



Kevin Coan

Dear Friends,

**Your family's comfort and safety come first** — and we've got you covered around the clock. When heating emergencies strike (because let's be honest, they never happen at a convenient time), you can depend on us to show up day or night, weekends and holidays.

If you're a heating service plan customer, you can count on getting the fastest emergency response possible.

Let's face it: heating systems have a knack for breaking down during the coldest nights or in the middle of a snowstorm. That's when you need more than just a

number to call: you need a team that's ready to act!

From restoring heat in freezing temperatures to fixing fuel or water leaks fast, we always have an experienced service technician on-call. We've helped many families like yours get through countless winter emergencies, and we'll be there when you need us most.

Because peace of mind shouldn't take the night off.

Warmly,

Kevin Coan

**Congratulations** to our spring contest winners. We awarded \$100 gift cards from local restaurants to **Annette W of Medfield (Noon Hill Grill)**; **Sharon S of Holliston (Restaurant45)**; and **Paul E of Framingham (Burtons)**.

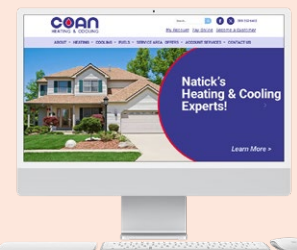
### have you seen our new website?

**We're very excited about the launch of our new, updated website.** First and foremost, we redesigned it for the convenience of our valued customers.

The website is extremely user-friendly, and you can easily access it anywhere from your mobile phone.

The changes and updates we've made allow us to deliver more information you can use to your benefit, creating an online customer experience we think you will appreciate.

Please check out **CoanOil.com** and let us know what you think about our new look. Also, feel free to offer suggestions about what you would like to see in the future.



## WIN Chef-Recommended Cookware

**Take your culinary skills to a high level!** Enter our drawing to win a six-piece starter set of **HexClad** cookware, which combines the durability of stainless steel and the easy cleanup of nonstick.

The sizes and designs of these skillet are based on the pan preferences of professional chefs around the world. **Three winners will be chosen!**

Read this newsletter and answer the questions by sending an email to **contest@coanoil.com** to enter. All entries received by **11/21/25** with the correct answers will be entered into a drawing for the prize.

No purchase necessary. A purchase will not improve your chance of winning. Entry must be received by **11/21/25**. Winner will be selected at random on or about 12/5/25 by Warm Thoughts Communications, Inc. (WTC), Montclair, 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 Coan Heating & Air Conditioning and WTC, its affiliates, subsidiaries, agencies and suppliers, and their immediate families, are not eligible. Must be at least 18 years old to participate. The following prizes will be awarded: **three (3) grand prizes: six-piece starter set of HexClad cookware.** Odds depend upon number of entries received. 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 names of the grand-prize winners will be published in a future issue of customer newsletter.

1. At minimum, a new system should save you up to \_\_\_\_\_ on your annual heating spending.
2. The recovery rate for an oil-powered water heater is as high as \_\_\_\_\_ gallons per hour.
3. There are various reasons for carbon monoxide \_\_\_\_\_ within a home.

## no heat? try these tips

**If your furnace or boiler stops working**, here are a few troubleshooting steps before calling us for service:

- Check your tank. If you're out of heating oil, contact us right away for a delivery and system restart. **TIP:** The best way to avoid a run-out is to sign up for our free automatic delivery service.
- If there's still oil in the tank, press the reset button (once only) on the oil burner. This may get your heating oil system running again.



- Make sure all your system's power switches are turned on.
- Check for a tripped breaker on the circuit that powers your system.
- Confirm that your thermostat setting is five degrees warmer than the current room temperature and on the "heat" or "warm" setting.

If none of these suggestions do the trick—or if you are not comfortable trying these steps on your own—please call us, and we will be happy to help you.

## getting ready for your winter fuel delivery

**Here are a few things you can do** to help us get your heating oil delivery to you safely and on time:

- ✓ **Clear the way.** Remove any fallen branches or obstacles around your heating oil tank or fill pipe. After a snowfall, please shovel your driveway and walkways, and clear a path to your fill pipe.
- ✓ **Keep your driveway ice-free.** Make sure your driveway isn't icy (apply salt or sand) to help our drivers navigate it safely.
- ✓ **Make room.** Our trucks are much wider than a car, so we need a clear path about 9–10 feet wide. If snow has buried the edges of your driveway, marking the edges helps us a lot.

Thanks for giving us a hand! With your help, we can keep your home warm all winter long.



196 West Central Street  
Natick, MA 01760



PRESORTED  
STANDARD MAIL  
US POSTAGE  
**PAID**  
DG3

## help us reach you when it's urgent

**After last winter's brutal cold**, it's more important than ever to be able to contact you during weather emergencies to let you know we're on our way and to confirm appointments. But we can't do that if we don't have a correct phone number and a valid email address!

Please take a few minutes to reach out to us to confirm our records for your account are up to date, so we can always reach you. You can send us your updated information by filling out the "Contact Us" form on our website or logging into your online account.

Rest assured that we don't—and never will—give your personal information to anyone else.

