

Coan Comfort Zone

Spring 2026



PERSONALLY SPEAKING



Kevin Coan

A WARM WELCOME TO OUR
NEW DELIVERY DRIVER!



a winter to remember and a team that delivered

Dear Friends,

This past winter didn't pull any punches. Between biting winds, heavy snow, and the long spells of arctic cold, both heating systems and the people who maintain them were pushed to their limits. Now, with spring reviving us all again, we want to take a moment to say something that matters: **thank you.**

To our customers, your patience meant everything. The surge in fuel deliveries and emergency calls created real challenges and, at times, led to longer wait times than we ever aim for. Still, every call was answered, and every home that needed heating service received it. We're especially grateful to those who cleared paths to their tanks.

This made a big difference for our drivers.

To our own team, your effort was nothing short of extraordinary. Long days turned into longer weeks, often in tough and unpredictable conditions. You showed up, time and again, ensuring families stayed warm and safe. That kind of commitment speaks volumes.

It's easy to look good when temperatures hover around 40 degrees. But here, in true Massachusetts winter fashion, the real test comes when everything freezes over — and that's when this team shines.

We couldn't be prouder. Thanks again, and here's to all the warmer days ahead.

Warmly,

Kevin Coan

take the chill out of winter heating bills

This past winter reminded all of us how unpredictable heating expenses can be. The good news? Many of our customers found real relief by enrolling in **SmartPay**, our monthly payment plan. That meant no more worrying about large, unexpected delivery bills during the coldest stretches.

SmartPay, which begins in August, spreads your fuel costs evenly throughout the year rather than requiring full payment at each delivery. The result is a more manageable monthly expense, often **cutting peak winter bills in half.** Even better, enrollment is completely free, and you'll earn a 2% rebate anytime your account carries a monthly credit balance.

For added convenience, you can set up automatic payments using a credit card, debit card or electronic funds transfer (EFT). It's one less thing to think about and one more way to keep bill-paying on track.

Reach out today to get started. It's simple, stress-free, and costs nothing to join.



the secret to preventing oil tank sludge

Sludge in heating oil tanks forms when dirt, rust and oxidized fuel settle at the bottom. This oxidation is often caused by bacteria, which thrive in the presence of water. That water typically comes from condensation forming inside the tank, especially when it isn't kept full.

The good news: sludge is largely preventable. Keeping your tank full — particularly during warmer months — reduces the empty space where condensation develops.

One of the easiest ways to maintain proper levels year-round is by enrolling in our free automatic delivery program. With regular monitoring and timely refills, you can help protect your tank, improve system performance and avoid costly issues down the line.

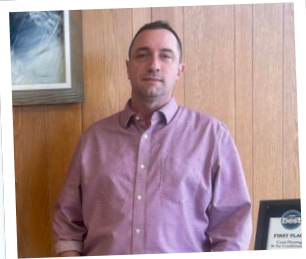


ask the expert

Q: How can I get the right cooling system for my home?

A: Choosing the right cooling system starts with proper sizing by our team. This process determines how much power your system needs based on factors like square footage, insulation, windows and home layout. HVAC capacity is measured in BTUs, and getting it right is critical.

A system that's too small will run constantly and struggle to keep up, while an oversized system will cycle on and off too frequently, wasting energy and causing uneven temperatures.



JOSH LAVALLEE
HOME COMFORT ADVISOR

Our certified technicians perform detailed evaluations to recommend the best fit for your home, with no guesswork involved. This process ensures efficient performance, consistent comfort, and long-term savings.

We install high-quality systems from trusted manufacturers like Mitsubishi Electric for ductless solutions and Carrier for central air and heat pumps. Financing options are also available to make your investment more manageable.

take control of indoor allergies

More than 50 million Americans deal with allergies, often year-round. Indoor triggers like dust mites, mold and pet dander, along with seasonal pollen, can make symptoms worse. That's especially true if your HVAC system isn't properly maintained. Routine air conditioning service helps prevent the circulation of allergens and reduces the risk of mold growth.

One of the easiest ways to improve air quality is to regularly replace your system's air filter, which can significantly reduce airborne irritants.

For even better results, our indoor air quality (IAQ) experts offer solutions like air cleaners, humidifiers and ventilation systems. We'll help you choose and maintain the right setup so you can enjoy cleaner, healthier air at home.

Visit our website or call us to learn more.



196 West Central Street
Natick, MA 01760



PRESORTED
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WIN \$500 Worth of Food

Grocery prices aren't getting any lower, but here's a chance to have extra money in your pocket when you go food shopping. Read this newsletter and answer the questions by sending an email to contest@coanoil.com to enter. All entries received by **6/30/26** with the correct answers will be entered into a drawing for a **\$500 gift card** for your favorite supermarket. **Three winners will be selected!**

1. About _____ % of U.S. homes have air conditioning.
2. Replace or clean air _____ to keep your system running efficiently.
3. As of last year, _____ refrigerant can no longer be used in newly manufactured A/C systems.



No purchase necessary. A purchase will not improve your chance of winning. Entry must be received by 6/30/26. Winner will be selected at random on or about 7/14/26 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: \$500 gift card.** 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 winner will be published in a future issue of our newsletter.

Congratulations to our fall contest winners. We awarded gift cards from local restaurants to: **Faith C.** of Natick (Black & Blue Restaurant in Wellesley); **Lauren W.** of Milford (Blue Square Pizza in Hopkinton); **Judy C.** of Framingham (Wayside Inn in Sudbury); **Carol G.** of Needham (Ken's Steakhouse in Framingham) and **R.G.** of Sudbury (Ken's Steakhouse in Framingham).