

.....AND THE SURVEY SAID!!!!!!

The results are in from our Customer Satisfaction Survey that we mailed out in early June to our top 500 contractor accounts. We thank all of you that took the time to participate in the survey, your feedback is very important to us. The detailed report we received is over 30 pages of valuable insight into various areas of our customer service as perceived by our most valued customers.

The report was genuinely positive in all areas, but that is not to say we haven't pinpointed the areas in which we need to improve our service level to you. We have identified the areas that we can immediately work on improving while not drastically changing our core infrastructure.

We are very proud that so many of you do hold us in high

regard, and we would like to share with you the cumulative ratings you gave us in the key Customer Satisfaction areas. The following is the percentage of respondents that rated us "best" in the respective areas.

BEST SUPPLIER	PRODUCT SELECTION	87.3%
BEST SUPPLIER	DELIVERY SERVICE	91.5%
BEST SUPPLIER	CREDIT POLICY	90.7%
BEST SUPPLIER	SALES ASSISTANCE	89.8%
BEST SUPPLIER	ORDER PROCESSING	91.5%
BEST SUPPLIER	CUSTOMER SERVICE	83%

Once again thank you all for your participation in the survey and we appreciate the opportunity to serve you with your business needs.

ARE UTILITY REBATES AN ISSUE WHEN OFFERING A WATER HEATER?

Back in August 2001 all NJ Gas Utilities – PSE&G, NUI, Elizabethtown Gas, NJ Natural Gas, and South Jersey Gas Companies adopted a single program requirement for rebates on boilers, furnaces, and water heaters. Water heaters must have an Energy Factor (EF) of .62 or greater to qualify for the \$50 rebate.

The Bradford White M4 Series of 40 and 50 gallon heaters both meet this requirement. The energy saving M4 model has all the great features you get from a standard Bradford

White Heater and the added features of:

- 2" Non – CFC foam insulation
- Low consumption pilot (400 BTU input)
- Lo – Nox Burners
- Dielectric water way fittings.

The 40,000 BTU heaters also give you more hot water when you need it with a First hour delivery rating of 79 gallons for the 40-gallon model and 85 gallons for the 50-gallon model. When rebate is an issue, trust Bradford White to give the best product.

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PRICE CHANGES \$ \$ \$ \$

Recent or upcoming manufacturers' price increases include the following, alphabetically:

• Cuno Aquapure	+2-4%
• New Yorker Boilers	Variable
• No-Hub Couplings	Variable
• Plastic Trends SDR35 and S/D fittings	+10%
• Ridgid Tools	+2.7% on ave.
• SV gaskets	Variable

VALVE SPECIALS



Pack Quantities Only. While Supplies Last

MATCO-NORCA #75 BITALIAN BALL VALVES - FULL PORT

Size	Product No.	CxC	Pack	Sale Price EACH
1/2"	MN758T03	MN758C03	10	\$ 2.28
3/4"	MN758T04	MN758C04	5	3.27
1"	MN758T05	MN758C05	4	4.57
1 1/4"	MN758T06	MN758C06	4	7.53
1 1/2"	MN758T07	MN758C07	2	10.45
2"	MN758T08	MN758C08	2	15.99



#514 GATE VALVES-FULL PORT

Size	Product No.	CxC	Pack	Sale Price EACH
1/2"	MN514T03	MN514C03	10	\$ 2.09
3/4"	MN514T04	MN514C04	10	2.73
1"	MN514T05	MN514C05	5	3.69
1 1/2"	MN514T06	MN514C06	5	5.39
1 1/2"	MN514T07	MN514C07	5	6.88
2"	MN514T08	MN514C08	2	10.48



AGA GAS BALL VALVES

Size	Product No.	Pack	Sale Price EACH
1/2"	58LGA3	12	\$ 1.90
3/4"	58LGA4	12	2.75
1"	58LGA5	6	4.25
1 1/4"	MN757T06	5	11.88
1 1/2"	MN757T07	4	17.31
2"	MN757T08	2	25.39



#7540 FULL PORT BALL VALVE W/ DRAIN

Size	Product No.	CxC	Pack	Sale Price EACH
1/2"	MN754DT3	MN754DC3	20	\$ 3.75
3/4"	MN754DT4	MN754DC4	10	5.60
1"	MN754DT5	MN754DC5	6	7.48



#752N STANDARD PORT BALL VALVE

Size	Product No.	CxC	Pack	Sale Price EACH
1/2"	MN752T03N	MN752C03N	6	\$ 1.72
3/4"	MN752T04N	MN752C04N	6	2.31
1"	MN752T05N	MN752C05N	6	3.77



FROST PROOF SILCOCKS

Size	Product No.	Pack	Sale Price EACH
1/2" x 4"	MN210004	2	\$ 7.95
x 6"	MN212006	2	9.15
x 8"	MN212008	2	9.49
x 10"	MN212010	2	9.85
x 12"	MN210012	2	9.16
x 14"	MN210014	2	9.49



BACK FLOW PREVENTOR

Product No.	Pack	Sale Price EACH
MN646AS4	12	\$ 1.64



Boiler Drains

Size	Product No.	Pack	Sale Price EACH
1/2" Boiler Drain	NIB1274	10	\$ 1.40
3/4" Boiler Drain	NIB3474	10	1.65
1/2" Classic	NIB1274CL	10	2.49
3/4" Classic	NIB3474CL	10	2.65

Silcocks

Size	Product No.	Pack	Sale Price EACH
1/2" CXH	NIB12763	10	\$ 1.93
3/4" CXH	NIB34763	10	2.50

Ball Valves

Size	Product No.	CxC	Pack	Sale Price EACH
1/2"	NIB1258570	NIB1258570	10	\$ 4.98
3/4"	NIB3458570	NIB3458570	5	8.12
1"	NIB158570	NIB158570	5	10.26
1 1/4"	NIB11458570	NIB11458570	5	23.95
1 1/2"	NIB11258570	NIB11258570	5	31.75
2"	NIB1258570	NIB258570	2	54.75

Stop & Wastes

Size	Product No.	Pack	Sale Price EACH
1/2"	NIB12726	10	\$ 1.57
3/4"	NIB34726	10	1.82
1/2" Classic	NIB12726CL	10	2.75
3/4" Classic	NIB34726CL	10	2.95

NEW FROM BRASSCRAFT

Adjustable, Anti-Siphon TOILET TANK FILL VALVE



Easy 1/4-Turn Height Adjustment
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A Fill Valve
with a Whole
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Freehold (732) 462-1322 (888) 227-8677
Piscataway (732) 968-5200 (888) 227-8624



AMERICA'S BOILER COMPANY

WE HAVE 75 MORE REASONS TO BUY A BURNHAM GAS BOILER THROUGH NOVEMBER.

A \$ 75 rebate directly back to you from Burnham on any Series 2, Series 2 PV, or Independence Gas fired Boiler. Join Americas Home Heating Team to get the added Marketing advantage to sell more jobs!! Call your Aaron & Company Sales Representative for redemption coupons and more information.

PROMOTIONS	PRODUCTS	ELIGIBLE DATES	INCENTIVE
	MVP Contractor Low Pressure valves American Metal Prod. Burnham	all 2002 thru October October Sept 15 - Nov 30	Great Prizes- Aaron exclusive low prices 5% cash back \$75 rebate on Independence, Series 2, and Series2 PV.
	BrassCraft Fill Valve	October & November	Intro pricing offer

MVP Bonus Points For October!!!

Delta Faucets,

2 points for every dollar you spend on Delta faucets for month of October from Aaron & Company.

Minimum \$250 of purchases required to qualify.



Dundas-Jafine Flex Duct,

2 points for every dollar you spend on Dundas-Jafine Flex Duct during the month of October from Aaron & Company.

Minimum \$100 of purchases to qualify.



FAQ's & USEFUL INFORMATION

Did you know that if you heat your home with a standard warm air heating system that the humidity level on average in the wintertime is a bone dry 15%? By contrast the average humidity in the Sahara Desert is a more comfortable 25%.

There is no reason you or your customers should suffer through the dry skin, dry throat, chapped lips, damage to the wood work and wooden furniture, and the peeling wallpaper that dry warm air can cause. Install a whole house Honeywell Perfect Climate Humidifier to replenish the humidity so your home is comfortable and safe from the damages of excess dry warm air.



AMERIPRO HOME RUN SAVINGS AND A STEAL.

American Metal Products 5% Rebate on purchases of Amerivent, Amerivent Direct, Ameritec, and Ameriflex products during October. Also receive a special baseball gift from your favorite MLB Team. Call your Aaron & Company Sales representative for the coupon to send to American Metal Products to get your 5% rebate.

WHAT'S NEW AND EXCITING?

Florestone Saflor Molded Shower Bases are now in stock at Aaron & Company. The Florestone base is well known for durability, superior construction, and ease of installation. Many models are supplied with the Wedge – Lok integral drain. One piece-molded construction with integral ribbed underbody assures superior strength and support. Give one a try on your next job.

Return Service Requested

PO Box 8310
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GEM OF THE MONTH

Success is often just an idea away.

Closing Announcements

All Aaron & Company Facilities
will be closed on Thursday
November 28 for Thanksgiving. We
will be OPEN on Friday November 29.



Brass  Craft

The new versatile BrassCraft Fill Valve
Special Introductory Price \$4.20 each
must buy in 6 lots to get price.

*****Ask for the Load the Barn Special Price today!!!**



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** These facilities have


showrooms on the premises

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