

# HVAC DISTRIBUTORS - HISTORY

Founded in 1987, HVAC Distributors, Inc. has grown from three employees to over 100 employees and six branches of operation. Our focus has always been on high-quality HVAC products, and our team of trained professionals provides sales, delivery and technical support to customers throughout central, northern and southeastern Pennsylvania.



In 1987, we occupied a mere 8,000 square feet at our facility in Mount Joy, Pennsylvania, but through the years, we have continued to grow our facilities and expand our services to meet our customers' needs. Today, we occupy over 80,000 square feet of warehouse and office space, and have an additional 25,000 square feet of outdoor storage space at our headquarters in Mount Joy. From the initial \$100,000 in inventory, we have grown to a continuous inventory of nearly \$6 million in high-quality HVAC products, and we have expanded our programs to include marketing services, technical services, sales training and same-day delivery (when available), to name just a few.

In 1989, we opened our training center and began a legacy of training superiority that is recognized nationally as one of the best in the industry. We provide hands-on technical HVAC training in our market area; our goal is to help our customers improve profitability and technical skill sets. We have trained more than 3,000 people, and with technological advances and new product introductions, our programs continue to evolve.

In 1997, we set ourselves apart from the competition by implementing a "just-in-time" supply chain delivery policy. To meet the growing needs of our customers, we added a second shift to our delivery department. This allows customers to place orders as late as 5 p.m. and still receive product the next day.

By 1999, we understood that with the use of technology, we could make it easier for our customers to do business with us, and this became a strategic focus for our company. To achieve this, we implemented a bar-code system to not only make it easier for our customers, but to also improve accuracy. This foresight made HVAC Distributors the acknowledged leader in bar code technology in our markets – a title we still hold proudly today.

In 2001, we upgraded our bar-code system, adding further capabilities, and became 100% bar-code compliant in warehousing activities. We now provide our customers with labels and readers, which give them the ability to scan and send orders electronically. As a result, we are able to save our customers time.

In 2004, we took our commitment to customer service to a new level by implementing an unconditional Flawless Service Guarantee. This program guarantees that an order placed via fax or electronically will be shipped correctly. If it is not, HVAC credits those customers for our error. No other distributor puts their money where their mouth is like HVAC Distributors, and our Flawless Service Guarantee program illustrates our commitment to our customers' productivity and profitability.

In 2006, HVAC Distributors focused on expanding our customer-reach. We acquired IDE Air, Inc. of Scranton and opened a third facility in Allentown. By the spring of 2007, HVAC Distributors acquired Hummer Equipment Company of Harrisburg which is now operating as HVAC's Harrisburg branch with a full-service counter operation. Along with this acquisition, HVAC became a distributor for the ClimateMaster® line of residential and commercial geothermal heat pump systems.

2010 begins an additional expansion period for HVAC, as we add two more locations in Warminster and State College.

At HVAC Distributors, we make every effort to be our customers' partner in success. This is evident in the high-quality products we sell and the programs we offer to help our customers grow their businesses.